



# PROGRAMME FOR IN-SERVICE HOSPITALITY PRACTITIONERS

**Certificates in** Food and Beverage / Front Office / Housekeeping Supervision

**Advanced Certificates in** Food and Beverage / Front Office / Housekeeping Management

**HOTEL AND  
TOURISM INSTITUTE**  
酒店及旅遊學院

[www.hti.edu.hk](http://www.hti.edu.hk)

Member of **VTC** Group



## Hotel and Tourism Institute (HTI)

The Hotel and Tourism Institute (HTI) is a member of Vocational Training Council (VTC) Group. Established in 1985, HTI was set up to fulfill the growing demand for trained manpower in the hotel, catering and tourism industry. The Institute aims to be the leading institution in hotel and tourism training in Hong Kong in order to uphold Hong Kong's status as a premier travel destination in Asia.

Furnished with comprehensive training facilities, HTI offers programmes covering Food and Beverage Service, Front Office Operations, Housekeeping Operations, Hotel Spa Therapies, Hotel Event Management, Tour Service and Travel Agency Operations as well as supervisory and skills upgrading programmes for in-service professionals.



The ever-changing economic environment has resulted in an increasing demand for more productive and multi-skilled staff in the hospitality industry. Here is an excellent opportunity to develop and update your professional skills and knowledge.

**HT310601 Certificate in Food and Beverage Supervision**

**HT310631 Advanced Certificate in Food and Beverage Management**

**HT310602 Certificate in Front Office Supervision**

**HT310632 Advanced Certificate in Front Office Management**

**HT310603 Certificate in Housekeeping Supervision**

**HT310633 Advanced Certificate in Housekeeping Management**

## Special Features

- Specially designed for in-service personnel
- Practicing experts from the hospitality industry as speakers

## Benefits

### For Employees

- Opportunity to upgrade, update and enhance their supervisory management skills and technical knowledge while working through the ranks
- Incentive for continuous improvement

### For Management

- Raising staff morale and service quality
- Improving productivity

## Programme Aim

To update and enhance participants' skills and knowledge in Food and Beverage / Front Office / Housekeeping Management and to promote the use of effective supervisory management skills through a better understanding of their functions.

## Entrance Requirements

These Certificate Programmes are specifically designed for in-service personnel who wish to update and further enhance their supervisory management skills and technical knowledge, or become familiar with Food and Beverage / Front Office / Housekeeping Management and its functions.

### **HT310601 Certificate in Food and Beverage Supervision**

### **HT310602 Certificate in Front Office Supervision**

### **HT310603 Certificate in Housekeeping Supervision**

***Applicant of the above-mentioned programmes should***

a) be 18 years of age or above; b) obtain relevant working experience

### **HT310631 Advanced Certificate in Food and Beverage Management**

***Prerequisite:***

- Completed HT310601 / HI310601 - Certificate in Food and Beverage Supervision OR
- Completed HO601 - Food and Beverage Supervisory Certificate Course OR
- Completed HO611 - Advanced Certificate in Supervisory Hospitality Operations - Food and Beverage Module

### **HT310632 Advanced Certificate in Front Office Management**

***Prerequisite:***

- Completed HT310602 / HI310602 - Certificate in Front Office Supervision OR
- Completed HO602 - Front Office Supervisory Certificate Course OR
- Completed HO612 - Advanced Certificate in Supervisory Hospitality Operations - Front Office Module

### **HT310633 Advanced Certificate in Housekeeping Management**

***Prerequisite:***

- Completed HT310603 / HI310603 - Certificate in Housekeeping Supervision OR
- Completed HO603 - Housekeeping Supervisory Certificate Course OR
- Completed HO613 - Advanced Certificate in Supervisory Hospitality Operations - Housekeeping Module

\* Priority would be given to applicants who are nominated by their current employers.

## Medium of Instruction

Cantonese supplemented with English.

## Award

Participants who attain an overall pass in the assessments and an attendance rate of 75% or higher will be awarded a Certificate in Food and Beverage / Front Office / Housekeeping Supervision or Advanced Certificate in Food and Beverage / Front Office / Housekeeping Management issued by the Vocational Training Council.

## Enrollment

Please send your completed application form by post or in-person to any one of the addresses listed on the application form and attach with crossed cheque payable to "Vocational Training Council" (back of the cheque with names of applicant and programme). Cash should **NOT** be sent through post and dated cheques will **NOT** be accepted.

Classes are limited to approximately 20 participants. Qualified participants will be accepted on a 'first come first served' basis. The Institute has the final decision.

For enquiries:

Discipline	Telephone	Fax	Email
Food & Beverage	2538 2430	2538 2765	nelson88@vtc.edu.hk
Front Office	2538 2407		gracelam@vtc.edu.hk
Housekeeping	2751 5881		amosl@vtc.edu.hk

# Progression Pathway

- HT310601 / HI310601 - Certificate in Food and Beverage Supervision OR
- HO601 - Food and Beverage Supervisory Certificate Course OR
- HO611 - Advanced Certificate in Supervisory Hospitality Operations - Food and Beverage Module

HT310631  
Advanced Certificate in  
Food and Beverage  
Management

- HT310602 / HI310602 - Certificate in Front Office Supervision OR
- HO602 - Front Office Supervisory Certificate Course OR
- HO612 - Advanced Certificate in Supervisory Hospitality Operations - Front Office Module

HT310632  
Advanced Certificate in  
Front Office Management

- HT310603 / HI310603 - Certificate in Housekeeping Supervision OR
- HO603 - Housekeeping Supervisory Certificate Course OR
- HO613 - Advanced Certificate in Supervisory Hospitality Operations - Housekeeping Module

HT310633  
Advanced Certificate in  
Housekeeping Management



# HT310601 Certificate in Food and Beverage Supervision

## Syllabus

Session	Content
<b>Part I</b>	<b>INTRODUCTION TO SUPERVISORY MANAGEMENT</b>
1.	The Philosophies of Management
2.	Techniques of Supervision (I) Effective Planning
3.	Techniques of Supervision (II) Leadership
4.	Techniques of Supervision (III) Motivation and Delegation
5.	Techniques of Supervision (IV) Communication, Teamwork and Co-ordination
6.	Techniques of Supervision (V) Problem Solving
<b>Part II</b>	<b>HUMAN RESOURCES MANAGEMENT</b>
7.	Job Analysis, Recruitment and Orientation
8.	Coaching, Counseling and Performance Appraisal
9.	Staff Training and Development
<b>Part III</b>	<b>INTRODUCTION TO FOOD AND BEVERAGE FINANCIAL MANAGEMENT AND JOB-RELATED ENGLISH</b>
11 & 12.	Material Management
13.	English for Effective Business Writing
<b>Part IV</b>	<b>FOOD AND BEVERAGE MANAGEMENT AND TRADE KNOWLEDGE</b>
10.	Food & Beverage Organization and Introduction to Marketing
14.	Sanitation, Nutrition and Work Safety
15 & 16.	General Wine Knowledge
17 & 18.	Menu Knowledge
19.	Managing the Service Encounter
20.	Assessment



# HT310631 Advanced Certificate in Food and Beverage Management

## Syllabus

Session	Content
1.	Management in Food and Beverage Service Industry
2.	Understanding Service Culture
3.	Customer Satisfaction
4.	Quantitative Method in Measuring Service
5.	Maintaining Customer Relationships
6.	Setting Service Standards
7.	Policies & Procedures
8.	Manpower Management
9.	Facility Design
10.	Layout and Automation
11.	Marketing a Restaurant
12.	Enhance Restaurant Business with Wine
13.	Event, Promotion and Festive Management
14.	Blue Ocean Strategies
15.	Re-engineering at Work
16 & 17.	Financial Management and Budgeting
18.	Managerial English for Food and Beverage
19.	Project Presentation
20.	Assessment





# HT310602 Certificate in Front Office Supervision

## Syllabus

Session	Content
<b>Part I</b>	<b>INTRODUCTION TO SUPERVISORY MANAGEMENT</b>
1.	The Philosophies of Management
2.	Techniques of Supervision (I) Effective Planning
3.	Techniques of Supervision (II) Leadership
4.	Techniques of Supervision (III) Motivation and Delegation
5.	Techniques of Supervision (IV) Communication, Teamwork and Co-ordination
6.	Techniques of Supervision (V) Problem Solving
<b>Part II</b>	<b>HUMAN RESOURCES MANAGEMENT</b>
7.	Job Analysis, Recruitment and Orientation
8.	Coaching, Counseling and Performance Appraisal
9.	Staff Training and Development
<b>Part III</b>	<b>FRONT OFFICE MANAGEMENT AND OPERATIONS AND JOB-RELATED ENGLISH</b>
10.	Hotel Organization, Front Office Operations and Management Process
11.	Technological Advancements in Hotel Industry
12.	Total Quality Management
13.	Managing the Guest Experience
14.	English for Effective Business Writing
15.	Hospitality Security Management & Crisis Management
<b>Part IV</b>	<b>REVENUE MANAGEMENT</b>
16.	Budgeting
17.	Reservation and Forecasting
18.	Yield Management
19.	Sales and Marketing
20.	Assessment

# HT310632 Advanced Certificate in Front Office Management

## Syllabus

### Session Content

#### **Part I PRINCIPLES AND PRACTICES OF MANAGEMENT**

- 1 & 2. Changing Paradigm of Management
- 3 & 4. Leadership Skills for Today's Manager

#### **Part II COMMUNICATION SKILLS FOR MANAGER**

- 5. Assertive Communication
- 6. Mastering Interpersonal Communication
- 7 & 8. Managerial English for Front Office

#### **Part III PEOPLE MANAGEMENT IN FRONT OFFICE**

- 9. Managing a Winning Team
- 10, 11 & 12. Performance Management
- 13. Managing Change and Adversity

#### **Part IV MANAGING FRONT OFFICE OPERATIONS**

- 14 & 15. Managing Customer Experience
- 16 & 17. Services Marketing
- 18 & 19. Case Studies in Front Office Management
- 20. Assessment



# HT310603 Certificate in Housekeeping Supervision

## Syllabus

Session	Content
<b>Part I</b>	<b>INTRODUCTION TO SUPERVISORY MANAGEMENT</b>
1.	The Philosophies of Management
2.	Techniques of Supervision (I) Effective Planning
3.	Techniques of Supervision (II) Leadership
4.	Techniques of Supervision (III) Motivation and Delegation
5.	Techniques of Supervision (IV) Communication, Teamwork and Co-ordination
6.	Techniques of Supervision (V) Problem Solving
<b>Part II</b>	<b>HUMAN RESOURCES MANAGEMENT</b>
7.	Job Analysis, Recruitment and Orientation
8.	Coaching, Counseling and Performance Appraisal
9.	Staff Training and Development
<b>Part III</b>	<b>HOUSEKEEPING MANAGEMENT AND JOB-RELATED ENGLISH</b>
10.	Housekeeping Organization and Administration
11.	Housekeeping Manpower Planning and Scheduling
12.	Providing Quality Services and Handling Guest Problems
13.	Inventory Control and Budgeting
14.	Security, Safety, Sanitation and Pest Control
15.	English for Effective Business Writing
<b>Part IV</b>	<b>TRADE KNOWLEDGE AND TECHNICAL SKILLS</b>
16.	Laundry, Fabrics, Linens and Uniforms
17.	Cleaning Science
18.	Floorings
19.	Carpets
20.	Assessment

# HT310633 Advanced Certificate in Housekeeping Management

## Syllabus

### Session Content

1. Pest Management
2. Interiors
3. Hotel Renovation
- 4 & 5. Environmental and Sustainability Management
6. Housekeeping Staffing Matrix
7. Hotel Housekeeping Pre-opening Planning
8. Cleaning Professional Knowledge and Project Presentation
9. Microbiology and Bacteriology in Housekeeping Sanitation
10. Housekeeping Financial Management
11. Housekeeping Standard Operating Procedure Manual
- 12 & 13. Swimming Pool Operations and Management
- 14 & 15. Linen Management and Project Presentation
- 16 & 17. Managing Contract Service
- 18 & 19. Managerial English for Housekeeping
20. Assessment



# Alumni Sharing



**Cheung Nga Tsui, Galaxy**  
Assistant Manager, Lobby Lounge  
Conrad Hong Kong

*Graduate of Certificate in Food and Beverage Supervision Programme*  
*Graduate of Advanced Certificate in Food and Beverage Management Programme*

The knowledge I gained from the Certificate in Food and Beverage Supervision Programme and Advanced Certificate in Food and Beverage Management Programme is instrumental in my supervision of the restaurant operations. It gives me a competitive edge over others when exciting opportunities arise. The seasoned instructors could easily relate us to different workplace scenarios by sharing their profound experiences. I recommend these programmes to any Food and Beverage professionals who want to advance in their careers.



**Tang Pai Tak, Peter**  
Banquet Director  
The Peninsula Hong Kong

*Graduate of Certificate in Food and Beverage Supervision Programme*  
*Graduate of Advanced Certificate in Food and Beverage Management Programme*

The Certificate in Food and Beverage Supervision Programme has proved to be an important foundation for my future development and helps me gain confidence and progress in my career. I find the Advanced Certificate in Food and Beverage Management Programme highly relevant to the industry's needs and attending the programme an enjoyable experience.



**Zoe Choi**  
Guest Service Centre Manager  
Holiday Inn Golden Mile Hong Kong

*Graduate of Certificate in Front Office Supervision Programme*

The comprehensive Certificate in Front Office Supervision Programme has strengthened my front office operation skills and leadership competency. The acquired knowledge and management skills have enabled me to lead my team effectively. I recommend this programme to those who wish to prepare themselves for promotion to supervisory level as they will learn management theories and know what it takes to be an effective supervisor.



**Maureen Hung**  
Director of Front Office  
Regal Kowloon Hotel, Hong Kong

*Graduate of Certificate in Front Office Supervision Programme*

Although I have been in the hotel industry for more than 10 years and treat this as my lifelong career, I didn't have any related professional certificate. My manager hence recommended me to take the Certificate in Front Office Supervision Programme for my career development. This programme is a good platform for enhancing knowledge in leadership skills, inter-personal communications and complaints handling. The instructors are very experienced, professional and always share with us the latest market information.



**Lawrence Shek**  
Director of Housekeeping  
InterContinental Grand Stanford Hong Kong

*Graduate of Housekeeping Supervisory Programme*

The Housekeeping Supervisory Programme is invaluable in my career development. The knowledge, skills and practical advice from the instructors have enabled me to excel in my jobs and outperform other members in the management team at various hotels which I worked for in the last decade. I am most appreciative of the learning experience at the Institute as it has a beneficial effect on my career.



**Man Tsang**  
Executive Housekeeper  
Novotel Century Hong Kong Hotel

*Graduate of Housekeeping Supervisory Programme*  
*Graduate of Advanced Certificate in Housekeeping Management Programme*

The Housekeeping instructors are professional and possess extensive industry experience. They have generously shared with us the essential trade knowledge which is very useful to me in my capacity as Executive Housekeeper.

## HOTEL AND TOURISM INSTITUTE



Website: [www.hti.edu.hk](http://www.hti.edu.hk)  
Email: [hti@vtc.edu.hk](mailto:hti@vtc.edu.hk)

7/F, 145 Pokfulam Road,  
Pokfulam, Hong Kong

T: 2538 2200  
F: 2538 2765

7/F, 46 Tai Yip Street, Kowloon Bay,  
Kowloon

T: 2751 5808  
F: 2795 1533

6/F, 11 Tin Ho Road, Tin Shui Wai,  
New Territories

T: 3713 4600  
F: 3713 4666