Short-Course Study Outlines – SBS Hospitality Programs

Front Office Operations (30 hours)

Module	Hours	Content
Introduction to Front Office	4h	- Roles & responsibilities; Hotel classification. - Guest expectations
Reservation & Check-in	7h	- Handling reservations. - Check-in process, Guest records, Upselling. - Role-play
Guest Relations & Complaints	7h	- Communication skills. - Handling complaints & Special requests. - Simulation exercises.
Check-out & Billing	6h	- Payment methods, Billing accuracy. - Night audit basics. - Role-play
Technology in Front Office	3h	- Property Management System (PMS) basics. - Online booking platforms
Assessment	3h	- Practical role-play (check-in/out & complaint handling). - Written test

Learning Outcomes

- Understand the key functions and responsibilities of the front office in hospitality.

- Demonstrate professional skills in handling reservations, check-in, and check-out procedures.

- Apply effective communication and problem-solving skills in guest relations and complaint handling.

- Use front office technologies (e.g., PMS, booking systems) to improve operational efficiency.

- Evaluate the role of front office operations in delivering positive guest experiences.

Food & Beverage / Hygiene and Safety (30 hours)

Module	Hours	Content
F&B Industry Overview	5h	• Types of outlets & service styles. • Standards of F&B service
Hygiene & Safety	7h	• Food safety (HACCP basics). • Workplace hygiene and Sanitation practices. • Case study
Service Skills Practice	8h	• Table setting; Order taking; Serving techniques. • Beverage service. • Mock role-play
Technology & Trends	4h	• POS systems and order management. • Sustainable F&B practices
Risk & Emergency	3h	• Fire, accident, and health hazard response
Assessment	3h	• Practical service demo. • Quiz on hygiene and safety

Learning Outcomes

- Understand the structure and operation of different types of F&B outlets and service styles.

- Apply hygiene and safety standards (including HACCP basics) in food and beverage operations.

- Demonstrate professional skills in serving food and beverages in a simulated environment.

- Use technology (e.g., POS systems) to support F&B operations effectively.

- Recognize risks and implement safety procedures to ensure a secure dining environment.

Customer Service in Hospitality (30 hours)

Module	Hours	Content
Principles of Customer Service	5h	• Definition of service excellence. • Customer expectations
Communication Skills	7h	• Verbal & non-verbal communication. • Active listening and empathy. • Cross-cultural practices
Service Recovery	7h	• Handling complaints; Service failures. • Role-play scenarios
Designing Memorable Experiences	5h	• Guest personalization; Loyalty. • Case studies
Reflection & Improvement	3h	• Self-assessment. • Best practice discussion
Assessment	3h	• Role-play scenario. • Reflection journal

Learning Outcomes

- Understand the principles of customer service and guest expectations in hospitality.

- Develop communication and interpersonal skills for diverse service environments.

- Apply service recovery techniques to resolve guest complaints and challenges.

- Design customer experiences that enhance satisfaction and loyalty.

- Reflect on personal service skills and identify strategies for continuous improvement.