

# Graduate Programme in Hotel Management with Department Rotations

Duration: 18 months

Employment: Full-time

Schedule: Monday - Friday (with occasional weekend shifts for practical experience)

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## Week 1 to 12 – Overview in Hotel Management

### Week 1-4: Introduction to Hotel Industry

- Overview of the Hospitality industry
- Key players: Hotels, Restaurants, Tourism
- Roles in Hotel Management and Key Operations

### Week 5-8: Organisational Behaviour in Hospitality

- Leadership and management styles in Hospitality
- Team building and communication in a Hotel environment
- Conflict resolution and employee engagement

### Week 9-12: Customer Service Excellence

- Principles of customer service in Hotels
  - Handling difficult guests and situations
  - Creating a memorable guest experience
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## Additional Components:

- **Workshops & Seminars:** Weekly or monthly sessions with industry experts
- **Networking Events:** Opportunities for professional networking with Hotel Managers
- **Site visits:** Hotels, Resorts, and Tourism Conferences
- **Soft Skills Development:** Communication, leadership, time management, and conflict resolution

## Graduate Rotation Schedule : Department Rotations (Hands-On Training)

### Month 1-3: Front of House Operations

- **Roles:** Reception, Concierge, Guest Services
- Training on guest check-in/check-out processes
- Handling reservations and room assignments
- Customer service excellence in guest interactions
- Managing guest complaints and queries
- Upselling hotel services (e.g., tours, spa, dining)

### Month 4-6: Housekeeping Operations

- **Roles:** Housekeeping Supervisor, Laundry, Cleaning Staff
- Housekeeping duties: room cleaning, linen management
- Maintaining hygiene and cleanliness standards
- Inventory control of cleaning supplies
- Managing guest requests related to housekeeping

### Month 7-9: Kitchen & Food & Beverage Operations

- **Roles:** Chef, Kitchen Staff, F&B Manager
- Introduction to Hotel Kitchen Operations (prep, cooking, plating)
- Menu planning and food costing
- Managing Kitchen Staff and supplies
- Understanding health and safety regulations
- Dining room service, menu offering, and customer relations

### Month 10-12: Reception and Front Office Management

- **Roles:** Front Desk Staff, Reservation Agents
- Understanding of check-in/check-out processes
- Managing guest information and room inventory
- Handling special requests and VIP guests
- Front Office Software (PMS, CRM) and its functionalities
- Coordination with Housekeeping and other departments

## Month 13-15: Event Planning & Management

- **Roles:** Event Coordinator, Catering Manager, Conference Services
- Planning and organising events (meetings, conferences, weddings)
- Managing event logistics: venue setup, catering, A/V needs
- Client communication and Contract Management
- Coordinating with F&B, Housekeeping, and Reception for seamless event execution
- Budgeting and cost control for events

## Month 16-18: Head Office and Senior Management Exposure

- **Roles:** Marketing, HR, Finance, Operations, Revenue Management
  - Understanding the strategic planning of Hotel Operations
  - Learning about Financial Management, budgets, and reporting
  - Introduction to Revenue Management and pricing strategies
  - Working on Marketing, Branding, and Social Media strategies for the Hotel
  - Exposure to HR functions: hiring, training, employee relations
  - Understanding the integration of different Hotel departments from a corporate level
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## Final Presentation (End of Programme)

- In-depth research project focused on a specific area e.g.
  - Improving guest satisfaction,
  - Streamlining operations,
  - Sustainability in Hospitality
- Present the final project to a Management panel and industry professionals
- Integration of learnings from all rotations into a comprehensive proposal or plan which include any:
  - Timelines (length of project or suggested implementation date)
  - Cost implications
  - Tech integrations
  - Company savings
  - People/team support