PGDHM - Postgraduate Diploma in International Hotel and Design Management

FB 401 Food & Beverage Service Practice & Supervision

This module is designed to enable students to practically apply the relevant knowledge and understanding acquired in the module Food & Beverage Service. Students learn and practice the application of the previously acquired theoretical input while working in the various food and beverage outlets of IHTTI. The style of service varies from basic to five star levels, providing the simulation of what will be expected during employment in the food and beverage industry. The students will also be developed in areas of Food & Beverage supervision to enhance their managerial skills

FB 501 Food & Beverage Management

This module aims to provide a knowledge and understanding of the management of food and beverage operations, incorporating the history of the food service industry, the composition of the sector, marketing, menu design, facilities design, layout and equipment. The module also introduces the important element of human resources management within food and beverage operations.

FB 402 Food & Beverage Theory and Menu Planning

This module aims to provide students with the theoretical underpinning for the concurrent practical application in the modules: Food & Beverage Production Practice and Food & Beverage Service

Practice. This module embraces the principles and techniques required for professional execution of food and beverage production in tandem with food and beverage service.

RD 501 Housekeeping Management

This module is designed to enable students to develop an understanding of the principles of housekeeping management and their application in today's hospitality industry. It also incorporates knowledge and application of budget control, staff productivity and performance, as applied to housekeeping, within an international hotel environment.

RD 502 Front Office + Rooms Division Management & Concierge Services

This module addresses front office procedures, from advanced reservations to checkout. The various aspects of front office management, including systems and personnel that contribute to the effective running of this department are analysed in depth. This module evaluates the

relationship between the front office and housekeeping departments. This module is design to transform the student's perception of exceeding customer expectations. The corner stones of the module will focus on innovative solutions, building lasting relationships and achieving excellence every time. It aims to develop world-class concierge service skills, along with the required supervisory and communication skills to succeed in concierge and hospitality operations.

RD 401 Hotel Information Systems

Hotel Information Systems at IHTTI focuses on two main purposes IT is used in Hotels today. The first being technologies that enhance a hotels performance, whiles the second is what happens behind the scenes in hotels enhancing a hotels efficiency. Technologies in this sphere are numerous ranging from distribution, Customer Relationship Management, E-marketing, websites, Revenue Management,

Points of Sale, and Property Management Systems (OPERA). The course aims to demonstrate the functions of this software and how they are used in different categories of hotels. When concluding this course students are able to identify, adapt and implement different types of technologies in the hotel they would eventually be working at.

DES 401 Fundamental of Interior Design

The module covers a broad spectrum of interior decorating principles in order for the student to personalise and transform interiors and to acquire the knowledge and skills of dressing a room in different finishes. Students will be challenged with transforming a specific room, taking clients' needs into consideration. Emphasis will be placed on applying the use of different colours, styles, textiles, lighting, window and floor coverings, textures and accessories, in order to create aeshetic appeal.

DES 402 Visual Technology

Visual technology is increasingly being used in hospitality establishments to enhance interaction and communication with clients. The scope of these technologies has gone further to enrich customer satisfaction and staff communication. The module covers a broad spectrum of audio-visual principles and techniques. As Visual technology is increasingly being used in Hospitality establishments to enhance interaction and communication with clients, the course starts with an in-depth overview of Sketchup and Photoshop, two essential tools designers use to express opinion and enhance a design.

During the second half of the module students will learn the principles behind hotel website designs, and how to build them. Parts of this module can be considered preparation for the IS301 course in year three. The module focuses on visual tools, hotel website design, audio-visual tech, and hotel IT systems.

DES 403 AutoCAD

This Module aims to bring together design components thought in IS101 and IS201 with the objective to build a professional looking Hotel Website and 3D hospitality related design. Students will use tools such as Photoshop, Flash, CorelDraw and Smartdraw as add-ons to reach their objectives using Dreamweaver and AutoCAD. Designing a component of a hotel, such as a Hotel Room or Lobby, will follow this. The skills thought prior to this stage will be vital as students will be able to work on a detailed level due to prior preparation. AutoCAD known to be the worlds most advanced design program is used to build the 3D object set using the "plan and Elevation" system. This Module invites you to build professional designs using AutoCAD and Dreamweaver as the principal platforms.

Various other tools will be thought prior or during the module to assist you to reach your design goals**.**

MNG 501 Managerial Accounting (AH&LA)

The module is targeted towards hospitality and design industry executives and focuses on the use of accounting information in decision making with a great deal of attention given to identification of relevant information, understanding cost and revenue drivers in profit centres, modelling, financial statement forecasting, and project cash flow estimation and valuation. It also focuses on the use of financial analysis and control techniques utilising relevant data, based on a variety of case studies. It also addresses investment in the hospitality industry, financial projections and portfolio management.

MNG 502 Human Resources & Management Principles

This module aims to provide students with an appreciation of the theory and practical implementation of concepts and developments in the field of management, with particular emphasis on management within the hospitality industry. In addition, it is also designed to introduce students to the functions of managing people in luxury hospitality industry, Human Resource Management. The course will begin by describing the principles of management in hospitality industry. Moreover characteristics, features, and differences to other industrial organizations will be discussed. The course is very much focused and centred towards the interaction of management and employees performance. It provides a basis for critical appraisal of organizational and managerial processes, which influence the behaviour, and performance of people in luxury hospitality industry.

MNG 503 Marketing Management for the Service Industry

This module will explore the phenomenal growth of consumption on a global context and the role of marketing, and specifically promotion, in relation to this. In so doing, the module will

identify links between the strategic marketing process and marketing roles within global competitive business environments. This module aims to give students knowledge of the planning process that is specifically related to service industry marketing. The module aims to develop students' market research and analytic skills related to a practical marketing planning issue, through the use of 'real world' case studies and guest lectures. The module aims to deliver a balance of service marketing planning theory, practical problem-solving case assignments and current topical issues in service marketing.

IN 600 MIB I Internship

This module enables students to consolidate the theoretical knowledge and practical skills acquired during their Post Graduate Diploma programme in a real-life work environment. It provides students with the opportunity to observe and appraise the interrelationship of theory and practice within a working environment.