



FUTURE DREAM
— ACADEMY —



Certificate in
**HOSPITALITY OPERATION
& MANAGEMENT**





Certificate in Hospitality Operation and Management

The Certificate in Hospitality Operation and Management equips students with the essential learning and fundamental skills needed to step into further studies of the dynamic international hospitality industry of today. Students will be introduced to the various facets of hospitality operations such as front office, housekeeping and food and beverage service.

This course is designed to be a steppingstone for secondary school leavers who want to pursue a career in the hospitality industry. You will be exposed to the fundamentals of key aspects in hoteling. If you're not too sure whether the hospitality industry is for you, this course will give you the chance to explore if you're passionate about it.

This will enable you to seek entry level positions in food and beverage services, housekeeping, public relations, logistics and customer service. You will be able to find employment in hotels, airlines, theme parks, travel agencies as well as cruises. You can also choose to continue your studies with a diploma or degree program related to hoteling, such as a Diploma in International Hotel Management.

Entry Requirements

- Minimum O-Level / 10th past for equivalent Certificate and Transcript
- Proficiency in English

**We acknowledge it
as a
DREAM ACADEMY...**



Whereby we make sure the dreams and hope of many youngsters fulfilled through world –class education and training .

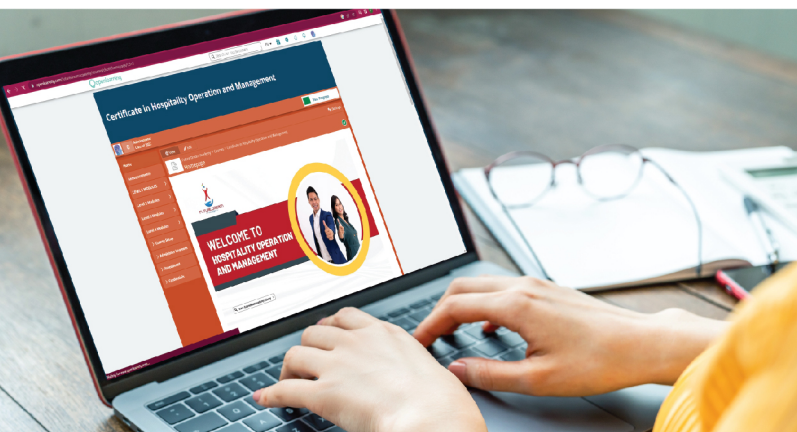
We believe learning greats skills will provide great opportunity for the learners and this has been one of our core value since the idea of FDA emerged.

FDA has trained many people and prepared them with high end skills and competencies that are required by the industries that will enhance their employability

PROGRAM OVERVIEW

FACE TO FACE & ONLINE LEARNING

- With Experience Lecturer and Tutor
- 100% course work & final examination
- Gain experience and skill knowledge at 4-star, 5- star or fine dining restaurant with our internship programme



Assessment Strategy

In order to gauge student's achievement of learning outcomes and to determine the final grade of each course, the courses will be assessed through :

Continuous assessments (70%)

Final assessment (30%)

Total (100%)

Passing Mark for all courses 40% which is derived from the combination of both continuous and final assessment marks.

Failing to attain 40% in either component will result in the course being given a fail grade.

MODULES

LEVEL 01

Basic Hospitality English I
Service Excellence I
Front Office Operation I
Food & Beverage Operation I
Housekeeping Operation I
Industrial Training

LEVEL 02

Basic Hospitality English II
Service Excellence II
Front Office Operation II
Food & Beverage Operation II
Housekeeping Operation II
Industrial Training

LEVEL 03

Principle of Communication I
Human Resources Management I
Front Office Management I
Food & Beverage Management I
Housekeeping Management I
Industrial Training

LEVEL 04

Principle of Communication II
Human Resources Management II
Front Office Management II
Food & Beverage Management II
Housekeeping Management II
Industrial Training

Why FDA?

100%

Online Class with high-tech virtual class

Affordable

Cost-effective & valuable

High

Passing rate with dedicated support

Fast

Cutting-edge courses

Certificate in Hospitality Operations & management



How to Register?

- Latest Certificate & Transcript
- O-Level / 10th past qualification or equivalent
- 1 passport size photo with white background
- 1 copy Full passport Page



FUTURE DREAM ACADEMY SDN BHD
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ACADEMIC TRANSCRIPT

NAME : AKIF ALI
SEX : MALE
PASSPORT NC : QZ 1814541
STUDENT IC : HM 1011021
CITIZENSHIP : PAKISTAN

COURSE : CERTIFICATE IN HOSPITALITY OPERATION AND MANAGEMENT
YEAR OF ADMISSION : 2021
LEVEL : CERTIFICATE
GRADUATION : LEVEL 1 - LEVEL 4
FINAL PERCENTAGE % : 66.25

ACADEMIC SESSION LEVEL 1 - 3 MONTHS						ACADEMIC SESSION LEVEL 2 - 3 MONTHS					
CODE	MODULE	CREDIT HOUR	CREDIT POINT	GRADE	MARKS	CODE	MODULE	CREDIT HOUR	CREDIT POINT	GRADE	MARKS
GS 101	BASIC HOSPITALITY ENGLISH I	0	0.0	AB	10	GS 102	BASIC HOSPITALITY ENGLISH II	5	3.0	B+	70
HOM 101	FOOD AND BEVERAGE OPERATION I	5	3.3	A-	77	HOM 102	FOOD AND BEVERAGE OPERATION II	5	3.3	A-	77
HOM 103	FRONT OFFICE OPERATION I	5	3.0	B+	70	HOM 104	FRONT OFFICE OPERATION II	5	2.0	C+	55
HOM 105	HOUSEKEEPING OPERATION I	0	0.0	AB	10	HOM 106	HOUSEKEEPING OPERATION II	0	0.0	AB	10
HOM 104	SERVICE EXCELLENCE I	5	2.7	B	66	HOM 108	SERVICE EXCELLENCE II	5	2.7	B	66
PERCENTAGE % : 46.6 HOURS EARNED : 15.00 (15.00)						PERCENTAGE % : 56.2 HOURS EARNED : 20.00 (20.00)					

ACADEMIC SESSION LEVEL 3 - 3 MONTHS						ACADEMIC SESSION LEVEL 4 - 3 MONTHS					
CODE	MODULE	CREDIT HOUR	CREDIT POINT	GRADE	MARKS	CODE	MODULE	CREDIT HOUR	CREDIT POINT	GRADE	MARKS
GS 103	PRINCIPLE OF COMMUNICATION I	5	0.0	AB	10	GS 105	PRINCIPLE OF COMMUNICATION II	5	4.0	A+	90
HOM 201	FOOD AND BEVERAGE MANAGEMENT I	5	3.7	A	83	HOM 401	FOOD AND BEVERAGE MANAGEMENT II	5	4.0	A+	92
HOM 202	HOUSEKEEPING MANAGEMENT I	5	A+	A+	90	HOM 402	HOUSEKEEPING MANAGEMENT II	5	3.7	A	88
HOM 203	FRONT OFFICE MANAGEMENT I	5	3.7	A	82	HOM 403	FRONT OFFICE MANAGEMENT II	5	4.0	A+	94
GS 104	HUMAN RESOURCES MANAGEMENT I	5	4.0	A+	90	GS 106	HUMAN RESOURCES MANAGEMENT II	5	4.0	A+	92
PERCENTAGE % : 71 HOURS EARNED : 25.00 (25.00)						PERCENTAGE % : 91.2 HOURS EARNED : 25.00 (25.00)					

MARKS	GRADE
90-100	A+
80-89	A
70-79	B+
60-69	B
50-59	C+
40-49	C
30-39	D+
20-29	D
10-19	F
0-9	AB

REGISTER

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Sample FDA
Certification & Transcript

This brochure has been drafted in advance of the academic year to which it applies. Every effort has been made to ensure that the information is accurate at the time of publishing, but changes are likely to occur given the interval between publishing and commencement of the course. It is therefore very important to check the website or contact us for any updates before you apply. Once you have applied, any change which impacts the terms and conditions of your offer or a significant part of your programme will be communicated to you.
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