

CERTIFICATE OF COMPLETION IN ACCOMMODATION SERVICES

About UMCCED

UMCCed was established in 1998 as a centre under the University of Malaya Chancellery with the purview of offering training and education programmes at Diploma and Executive Diploma level, and Certificates and Short Courses in various fields. UMCCed in collaboration with DHS Hospitality Academy Sdn. Bhd has developed the following programs for individuals currently employed in hospitality Industry or individuals who are keen to pursue a Career in hospitality industry to pursue the said program.

About the Program

The Certificate of Completion in Accommodation Services (Housekeeping) is an Operations level qualification requiring students to complete 7 Competency Units Students of the Certificate of Completion in Hotel and Accommodation Services (Housekeeping) will gain knowledge and become competent in skills from a broad range of highly-developed operational skills specific to the Hotel and Accommodation Services industry. The programs is for 40 hours

Program Objective

- To upgrade the skills of existing employees in Accommodation Services sector.
- To train participants as professional housekeepers and be employable in the Hotel & Accommodation Services sector

Program Content

- Module 1: Introduction to Accommodation Services and Guest Interactions
- Module 2 Work Safely
- Module 3: Provide Safety & Security to the Guest
- Module 4: servicing Guest Room
- Module 5: Carry Out Thorough Cleaning of Public Areas
- Module 6: Maintain Displays
- Module 7: Provide Laundry Valet Services

Program Methodology

- Lecture, Case Studies, Demonstration and Presentation

Program Assessment

- ✓ *Individuals in Employment*
- *Quiz upon completion of all Modules*
- ✓ *Individuals who are interested to pursue a Career in the Hospitality Industry*
- *Quiz and Practical assessment*

Program Fees:

- ✓ RM1,500.00/pax
- ✓ *Company sponsored fees claimable from HRDB*
- ✓ *Individual's self-sponsored personal loans could be arranged. Loans approval is on individual eligibility. UMCCED or DHS is not responsible or would guarantee the approval of the loan*

Entry Qualification

- ✓ *Working experience of six months in the Housekeeping department or completed SPM*

Program Highlights

- ✓ *Membership from the Association of Housekeeping Expertise Malaysia*