



JABATAN PELANCONGAN DAN HOSPITALITI

Diploma in Hotel Management – DHM

PROGRAMME EDUCATIONAL OBJECTIVES (PEO) – EFFECTIVE JUNE 2015

The Diploma in Hotel Management programme shall produce semiprofessionals who are:

1. Able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in tourism and hospitality industry.
2. Able to communicate effectively and utilise excellent leadership, teamwork and social skills to fulfill industrial needs.
3. Able to apply critical thinking and problem solving skills professionally in dealing with various tourism and hospitality challenges.
4. Able to apply management, entrepreneurship skills and adhere to the need of continuous learning for successful career advancement.

PROGRAMME LEARNING OUTCOMES (PLO)

Upon completion of the programme, graduates will be able to:

1. Demonstrate knowledge to meet current needs and adapt to challenges and changes in tourism and hospitality industry.
2. Perform practical skills professionally in accordance with the ethical, moral and legal practice in tourism and hospitality industry.
3. Practise effective communication skills, leadership and teamwork in delivering high quality service in tourism and hospitality industry.
4. Solve operational problems within the tourism and hospitality industry by applying critical thinking and problem solving skills.
5. Demonstrate responsibility and mastery of social skills to meet the common goals in tourism and hospitality industry.
6. Nurture intellectual and professional growth through lifelong learning activities and effective use of information from multiple sources.
7. Inculcate entrepreneurial and management skills in the related discipline that contribute towards tourism and hospitality industry.





JABATAN PELANCONGAN DAN HOSPITALITI

Diploma in Hotel Management – DHM

PROGRAMME EDUCATIONAL OBJECTIVES (PEO) – EFFECTIVE JUNE 2020

The Diploma in Hotel Management programme will produce semi-professionals who are:

1. Hotel Executives who apply fundamental hotel operation knowledge and principles in providing solution for hospitality issues and challenges.
2. Hotel Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in hospitality industry.
3. Hotel Executives who alternately adopt the roles of a leader and team member, and able to communicate effectively in assisting and providing creative solution for hospitality industry.
4. Hotel Executives who enterprisingly acquired new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment.

PROGRAMME LEARNING OUTCOME (PLO) – EFFECTIVE JUNE 2020

Upon completion of the programme, students should be able to:

1. Apply knowledge of hotel management in operating and managing hotel operation and hospitality services.
2. Analyse issues and challenges in assisting and providing appropriate solution for hotel operation and hospitality services.
3. Perform skills in the hotel operation and hospitality services.
4. Demonstrate effective communication and interaction skills to an individual or as a team member.
5. Display the ability to use digital application and interpret numerical data in related tasks.
6. Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team.
7. Demonstrate entrepreneurial and good managerial skill in society.
8. Integrate professionalism, positive attitudes and values in engaging with society and stakeholders.

