



MQF Level 1

Award in Hospitality

BC1-03-21

Course Description

Learners taking this 1-year Award in Hospitality will have the opportunity to delve into this industry and the roles one can partake in at this level.

In this award, learners will start by becoming familiar with the definition of hospitality industry as well as have the possibility to identify such industries, locally and abroad. In addition to this, learners will familiarise themselves with the roles and duties that one can find in such industries as well as also understand the hierarchy and responsibilities one will have to deal with in such roles. In this award learners will be prepared for the roles of kitchen hand assistant, assistant waiter, assistant housekeeper as well as understand the role and requirements of a front office operator.

Learners will also discuss and understand the importance of hygiene at work, including personal hygiene, as well as the importance of being safe and of working in a safe healthy environment. Moreover, learners will understand the importance of ethical conduct at the place of work as well as become aware of the consequences should etiquette be disregarded.

Programme Learning Outcomes

At the end of the programme the students are able to

- 1. Understand the various hospitality industries and what roles and jobs these offer locally and abroad;*
- 2. Perform the roles of a kitchen hand assistant and assistant waiter;*
- 3. Perform the role of an assistant housekeeper within a variety of hospitality industries and areas;*
- 4. Understand the role of a front office operator and the duties and tasks that relates to it.*

Entry Requirements

- Finished Compulsory Education, documented by the SSC&P (Secondary School Certificate and Profile)
- Applicants are required to: Present a recent psychological report (issued no more than 3 years before date of application) and school reports including most recent Individual Education Plan (IEP) Adapt to both class-based and community-based learning (to be ascertained through a 3-day workshop at MCAST, attendance for which is compulsory) Commitment to prospective employment.

Current Approved Programme Structure

Unit Code	Unit Title	ECVET
BCHSP-103-1801	Basic Introduction to Hospitality Studies	3
BCHSP-103-1802	Introduction to the role of a Kitchen Hand Assistant and Assistant Waiter	3
BCHSP-103-1803	Introduction to the Role of an Assistant Housekeeper	3
BCHSP-103-1804	Introduction to Basic Front Office Operations	3
CDKSK-104-1801	English	4
CDKSK-104-1802	Maltese	4
CDKSK-104-1803	Mathematics	4
CDKSK-103-2101	Community Social Responsibility	3
CDKSK-103-2106	Information Technology	3
Total ECVET		30

Unit: BCHSP-103-1801 - Basic Introduction to Hospitality Studies

Unit level (MQF): 1

Credits: 3

Unit Description

The unit serves as an Introduction to Hospitality studies. The basis of this unit will be to explain to the learners the basic forms of Hospitality in Malta. The learners will be exposed to the different activities and events available for tourists and will also become aware about the different jobs available to them.

The final objective of this unit will be for the learner to gain confidence about the industry, while being able to explain and share information with others about Hospitality in Malta.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Describe the different forms of Hospitality in Malta;*
- 2. List the jobs available within the Hospitality Industry locally;*
- 3. Communicate effectively in a team and answer to work related queries about hospitality in Malta;*
- 4. Apply ethical and responsible behaviour at the place of work.*

Unit: BCHSP-103-1802 - Introduction to the Role of a Kitchen Hand Assistant and Assistant Waiter

Unit level (MQF): 1

Credits: 3

Unit Description

The Hospitality Industry offers a wide array of services to their guests. One of the main areas is the food and beverage service. Hence, through this unit the learners will gain a basic understanding of working in these departments.

These areas require knowledge and skills about the several types of service, the different tasks and the various tools to best serve the customer. Therefore, in this unit learners will familiarise themselves with the preparation and service of food and beverages. In addition to this, learners will understand their role and also understand the importance of working in a safe and hygienic environment.

Finally, should the learners complete this unit successfully, this unit will prepare them to work as a Kitchen Hand Assistant and Assistant Waiter.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Describe basic good practices when working in the food and beverage departments;*
- 2. List operations related to serving customers their food and drinks;*
- 3. Identify the different food commodities and the order of food on the menu;*
- 4. Understand the basics in preparation and service of pastries and cakes.*

Unit: BCHSP-103-1803 - Introduction to the Role of an Assistant Housekeeper

Unit level (MQF): 1

Credits: 3

Unit Description

This unit gives an overview of the Housekeeping Department. The Housekeeping Department is central to the upkeep of any establishment. This unit will enable learners to actively participate in this area, by knowing the environment, their peers and the work involved.

Learners will obtain skills to keep the place clean and will familiarise themselves with the tools and materials that go with these tasks. Learners will also be introduced to the Laundry Department and the skills involved in working in the laundry of a hotel.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Identify the purpose of housekeeping services within the hospitality department;*
- 2. Understand the structure of a housekeeping department within a hospitality setting;*
- 3. Maintain the guest facilities clean and in order with supervision;*
- 4. Assist the housekeeper with work in the laundry department applying the skills gained.*

Unit: BCHSP-103-1804 - Introduction to Basic Front Office Operations

Unit level (MQF): 1

Credits: 3

Unit Description

The unit will provide the learner with the knowledge and skills to respond to customers in an ethical manner. Learners will be exposed to the appropriate ways on how to handle different customer needs. They will be able to appreciate and practice customer support when working behind the reception and in the front office department.

Communication, approach, and attire will be the main objectives of this unit. Learners will learn how to become more self-aware of their actions and of the consequences of their words on others.

The learner will grasp the importance of self-presentation together with the skills required of learners to be able to work in the Front Office Department. Learners will prepare themselves to be of central importance to the guests' positive experience by attending to their needs from arrival until departure and anything in between.

The work will involve the areas covered by the Front Office Department which are, reservations, concierge, reception and porter jobs. Other roles of the Front Office Worker are working well with other departments and recognising how they all link together.

Learning Outcomes

Upon completing the unit, the student should be able to:

- 1. Understand the importance of communicating and behaving adequately in front office operations within the hospitality industry;*
- 2. Outline the role and responsibilities of a front office operator within the hospitality industry;*
- 3. Understand the structure of Front Office Operations within the hospitality industry;*
- 4. Carry out tasks required from a Front Office Assistant.*