

DIPLOMA IN FOOD & BEVERAGE MANAGEMENT
Programme Name: (SCTP) Diploma in Food & Beverage Management
Qualification Awarded: Diploma in Food & Beverage Management
Duration: 12 months (6 months study + 6 months paid industrial attachment)

MODULE	DESCRIPTION
Food Safety and Hygiene (Level 1)	Learners will be able to follow food safety and hygiene procedures and policies, as well as maintain the cleanliness and upkeep of premises.
Customer Service Excellence (Level 1)	Learners will be able to follow guidelines to provide positive customer service to a diverse range of customers.
Productivity Optimization for Food and Beverages Operations (Level 1)	Learners will be able to identify work area process goals, job specifications and workplace requirements for productivity optimisation, with documentation on productivity performance.
Food & Beverage Inventory Management (Level 1)	Learners will be able to receive, check, prepare, pack, and deliver stocks with proper documentation.
Food and Beverage Service (Level 1)	Learners will be able to prepare mise en place required for service according to organisation's quality delivery standards.
Non-Alcoholic Beverage Preparation (Level 2)	Learners will be able to prepare a wide range of standard beverages using standard beverage preparation techniques.
Food and Beverage Service (Level 2)	Learners will be able to manage orders from customers and serve meals according to service standard operating procedures of the organisation.
Food & Beverage Inventory Management (Level 2)	Learners will be able to maintain accurate records of the storage and movement of stocks to identify stock discrepancies.

Productivity Optimization for Food and Beverages Operations (Level 1)	Learners will be able to identify work area process goals, job specifications and workplace requirements for productivity optimisation, with documentation on productivity performance.
Customer Service Excellence (Level 2)	Learners will be able to address escalated service challenges to satisfy customers' needs and respond to service opportunities.
Food Waste Disposal and Reduction (Level 2)	Learners will be able to dispose of food waste according to Standard Operating Procedures (SOPs).
Wine Service (Level 2)	Learners will be able to guide customers on ordering wine beverages by providing information on wines.
Food and Beverage Service (Level 3)	Learners will be able to oversee food and beverage services to ensure that quality of delivery standards is adhered to within the organisation.
Budgeting (Level 3)	Learners will be able to prepare business unit's operational budgets.
Food & Beverage Inventory Management (Level 3)	Learners will be able to monitor receipt and movement of stocks according to stock plans.
Effectiveness Management (Level 3)	Learners will be able to facilitate personal and team effectiveness by working in teams effectively and to improve the organisation's performance.
Alcoholic Beverage Preparation (Level 3)	Learners will be able to prepare a range of non-standard alcoholic beverages using advance beverage preparation techniques.
Learning and Development (Level 4):	Learners will be able to support employees to develop their skills and facilitating learning opportunities and coaching junior management employees.

Personal Performance Management (Level 4)	Learners will be able to undertake self-assessment in relation to one's performance and leadership style, evaluate current and future requirements of one's work roles and maintain currency of knowledge in required areas of technical and managerial expertise.
Food and Beverage Recipe Formulation (Level 4)	Learners will be able to provide suggestions and recommendations to support the process of recipe formulation for new food products. The completion of this module marks the beginning of modules with managerial competencies.
Food and Beverage Equipment Maintenance (Level 4)	Learners will be able to implement tools and equipment maintenance operations to maintain the performance of the tools and equipment.
Food and Beverage Inventory Management (Level 4)	Learners will be able to implement and monitor stocktaking procedures, interpret inventory information, investigate and document missing or damaged stocks in accordance to organisational stock control procedure.
Conflict Resolution (Level 4)	Learners will be able to identify potential conflict situations and apply relevant organisation approaches to mitigate conflicts.
Budgeting (Level 4)	Learners will be able to manage budgeting and forecasting for annual financial and business planning within the business unit.
Spice Odyssey Capstone Project	This is the culmination of the programme that allows learners to use all their learned skills and knowledge to create food and beverage products through the use of herbs and spices. It is a group project that emphasizes teamwork, professionalism, skills, knowledge and creativity.
Industrial Attachment (IA)	On job training at hotels, restaurants and food services outlets.