

Programme Name	Trade Diploma in Front Office Operations
Programme Description	This unit is designed to provide students with an understanding of the methods, tools and practices used by today's office system. It will provide an insight into the roles and functions that exist in an organization together with the protocol with which internal and external customers should be communicated.
Majors	Front office operations
Minimum Requirements	Pass in year 12 (200) with pass in English (50%)& best 3 subjects
Programme Type	Trade Diploma

College of Business, Hospitality & Tourism Studies			
TRADE DIPLOMA			
FRONT OFFICE OPERATIONS			
Program Structure - with effect from 01 January, 2017			
	Unit Code	UNIT TITLE	CP
CORE UNITS			
1	CIN302	Computer Skills	14
2	ACO301	Basic Hospitality Operations	14
3	FOF401	Front Office Procedures I	14
4	ACC301	Introduction to Accounting	14
5	FOF403	Front Office software operations	14
6	FOF404	Hotel Reservations I	12
7	FOF504	Hotel Reservations II	12
8	OHS502	OHS Management Systems	14
9	ACO501	Accommodation Sales and Marketing	12
10	FOF501	Front Office Procedures II	12
11	MGT501	Introduction to Business Management	12
12	MGT509	Events Management	12
13	CIN501	Productivity Software	16
14	FOF502	Front Office Supervisory Skills II	16
15	MGT605	Management of Service Operations	16
16	MGT601	Operations Management	16
17	COM301	Communications I	7
ONE LEVEL 5 UNIT			14
Direct Industrial Attachment (6 months)			
Total Credit Points			241