



# PROGRAMME HANDBOOK

DIPLOMA IN  
HOTEL MANAGEMENT

CDHMD

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06-2636687

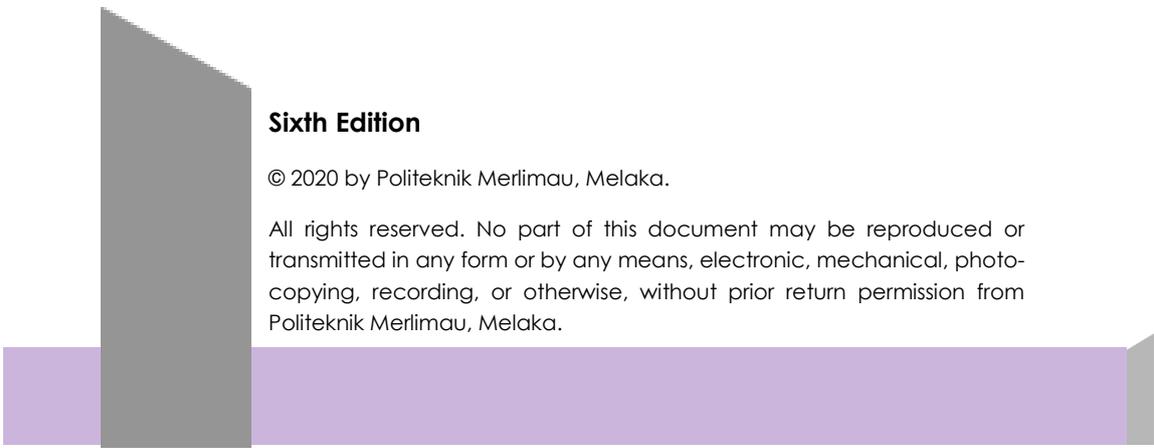
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POLITEKNIK  
MALAYSIA

First Quality Environment (SQE)  
Certified Polytechnic

POLITEKNIK MERLIMAU  
2015

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**Sixth Edition**

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# PREFACE



Bismillahirrahmanirrahim

Assalamualaikum w.b.t and Salam Sejahtera.

Dear Students,

First and foremost, I would like to welcome you to our beloved Politeknik Merlimau (PMM). As you can see, the atmosphere and the ambience here are very conducive for teaching and learning.

As we are aware, the industry requires graduates who are knowledgeable and have impeccable track records and self-discipline. We in PMM have taken measures to ensure all these requirements are met.

Furthermore, in order to add value to our graduates, we greatly emphasize our students to be involved in co-curricular activities, especially the uniformed bodies.

I believe that with the quality courses offered by the Civil, Electrical and Mechanical Engineering Departments as well as Commerce and Tourism and Hospitality, we would be able to produce high quality of towering personality graduates who would contribute to the development of our nation.

I am looking forward to meeting you and I hope that you would take advantage of all the facilities provided in order for you to attain the best knowledge and become the contributing citizen for our beloved Malaysia.

Thank you.

Sincerely,

**Mohd Hatta bin Zainal**

Director

Politeknik Merlimau

# PREFACE



Assalamualaikum w.b.t and Salam 1 Malaysia.

Praise to Allah SWT for this great opportunity that had been given to me to have a word in this program handbook. Department of Tourism and Hospitality consists of five main courses Diploma in Tourism Management (DUP), Diploma in Event Management (DEV), Diploma in Foodservice Halal Practice (DHF), Diploma in Hotel Management (DHM) and Diploma in Culinary Arts (DCC). These programmes are led by excellent and fully competent lecturers whose niche and expertise are related to the respective courses taught.

We put the learning emphasis on the Outcome Based Education (OBE) approach as a guide by focusing on what students will be able to do upon completion of courses and be acquired upon the completion of their educational programme. This is in tandem with the National Education Philosophy that is to produce individuals who are intellectually, spiritually, emotionally and physically balanced and harmonic.

The department is equipped with the necessary facilities such as lecture rooms, lecture hall, accounting laboratory, entrepreneur room, conference room, advertising & photography studio and WIFI connection to support the learning process.

The publication of this Programme Handbook is in line with the requirements set by the Malaysian Qualifications Agency (MQA) in terms of the criteria and standards for national qualifications. It aims to enable the students to have a comprehensive outlook on the current perspective of Commerce Department, Politeknik Merlimau, especially on the curriculum that would shape the students into graduates worthy of the workforce. This is a proof that we are capable to fulfill the demands of quality assurance of local higher education.

Any comments and suggestions toward the continuous improvement of the programmes are greatly appreciated. The Department of Commerce gratefully acknowledges everyone involved in producing this programme handbook. By embarking on this educational journey, we put our effort and passion to produce the future youth empowerment.

All the best and welcome to the Department of Tourism and Hospitality. Thank You.

Sincerely,

**KHAIRULAZAM BIN ANNUAR**

The Head of Department  
Department of Tourism and Hospitality  
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# INTRODUCTION



Politeknik Merlimau (PMM) is the 14<sup>th</sup> polytechnic of the Department of Polytechnic Education Ministry of Higher Education. PMM is located in the District of Merlimau, 26 kilometers south of the state capital city, Melaka Historical City.

Established in 2002, PMM started in Politeknik Melaka (back then was Politeknik Kota Melaka). Moving to its own Merlimau campus in the end of 2002, Politeknik Merlimau since then has risen to the forefront of achievements in various fields, emerging as the catalyst polytechnic in academic, innovation as well as social responsibilities activities.

The PMM campus is spread across the area of 100 acres which houses seven academic departments, two non-academic departments and twelve supporting service units. Those academic departments consist of five main departments and two ancillary departments. The main departments are the Department of Civil Engineering, Department of Electrical Engineering, Department of Mechanical Engineering, Department of Commerce and Department of Hospitality and Tourism. The ancillary departments, on the other hand, are the Department of Mathematics, Science & Computer and Department of General Studies.

PMM believes that learning environments play a critical role in the development of strong learning communities which is one of the key aims of curriculum evolution at PMM. These communities are supported by place, technology and cohort-targeted of diploma graduate students. Thus, PMM provides a wide range of facilities and spaces that can be utilized by both the staff and students of PMM such as the CIDOS e-learning tools which serves as the Learning Management System. It is developed for the purpose of teaching and learning processes continuous improvement.

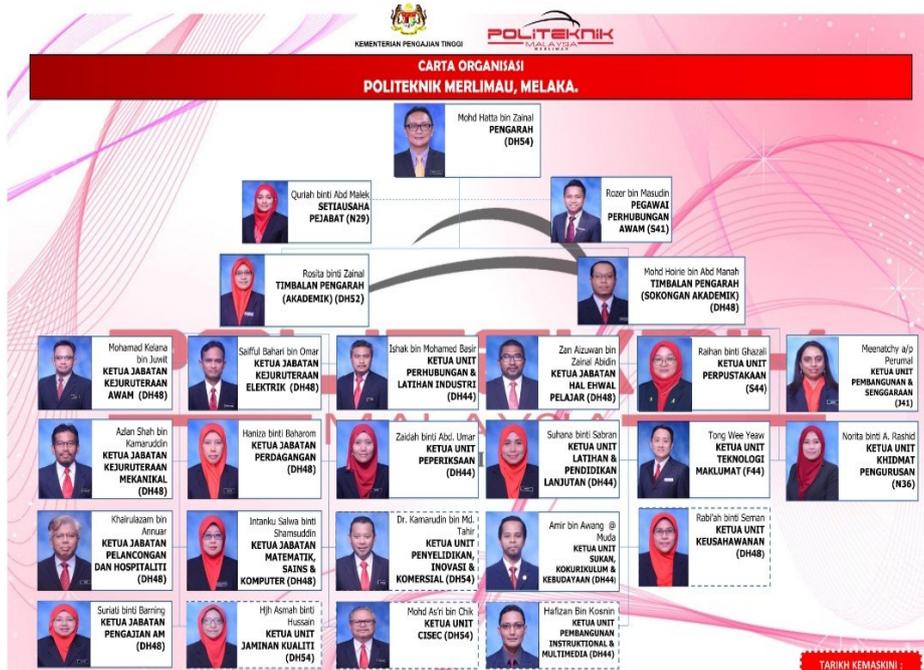
PMM provides a broad-based curriculum underscored by multi-disciplinary courses with the enrichment of the ancillary department's courses which are aligned with the transformative pillars of the Department of Polytechnic Education, Ministry of Higher Education. The classroom lessons and activities are based on sound principles of pedagogy and practice where lectures are given in English. These promote to nurture well-rounded graduates characterized by innovative thinking and relevant skills to thrive in a knowledge economy.

All in all, PMM provides students an ideal, supportive and innovative environment in which students can find their future direction, while making full use of their valuable time. This is further enhanced with practicality, entrepreneurship, and the pursuit of academic and management excellence. It is hoped that the well-rounded graduates enveloped with outstanding leadership qualities will enable them to make valuable contributions to tomorrow's society .

# VISION & MISSION



# MANAGEMENT ORGANISATION



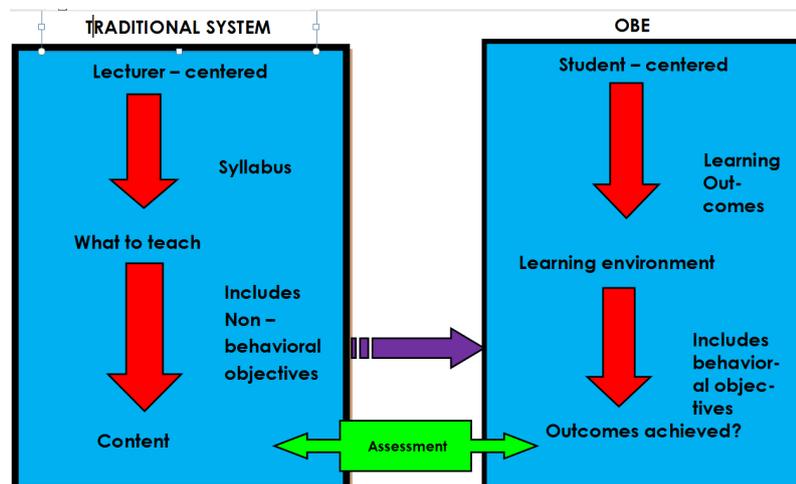
# OUTCOME BASED EDUCA-

Ministry of Higher Education, Malaysian Qualification Agency (MQA) and related professional bodies require all programs offered by Institution of Higher Learnings to adopt the Outcome Based Educatio (OBE) approach in their teaching and learning activities. This is in line with the paradigm shift mooted by the Ministry of Higher Education to enhance the quality of education in Malaysia.

Outcome-based education (OBE) is an educational approach that focuses on what students are able to do upon completion of a course. All curriculum and teaching decisions are made based on how best to facilitate the desired outcome. The term outcomes in this matter would be a set of values or 'wish list' on what students should acquire upon their educational program completion. Outcome-based education is designed so that "all students are equipped with the knowledge, skills and qualities needed to be successful after they exit the educational system" (Spady, 1994, p. 9).

In brief, OBE answers the following questions:

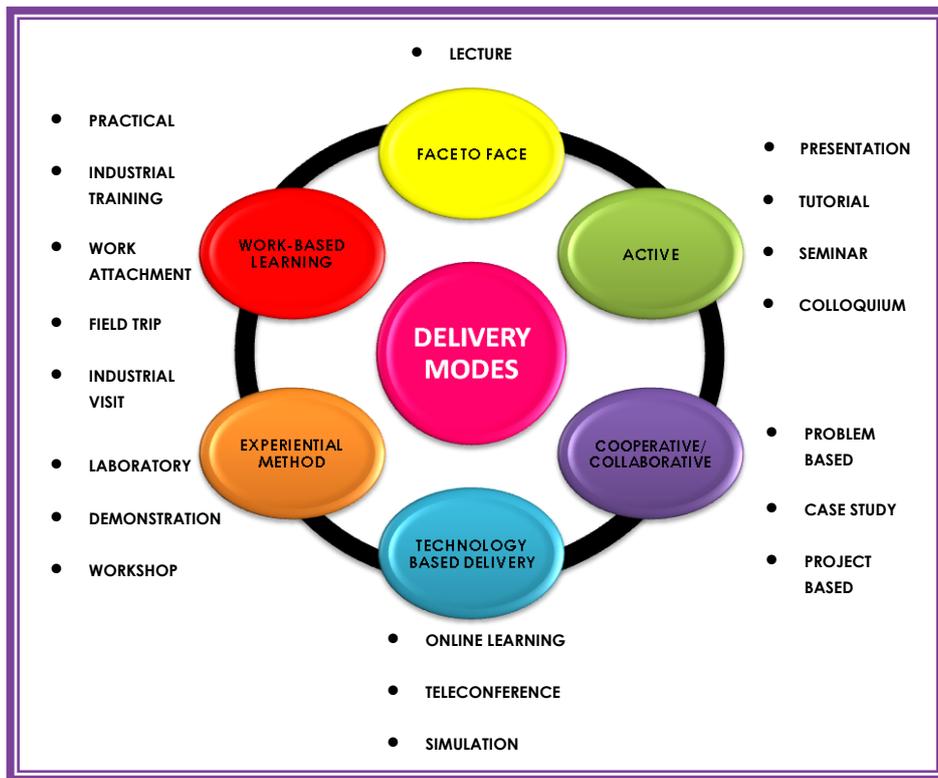
- What must the student learn?
- What do the teachers or lecturers want the student to learn?
- How does what student learn affect the overall educational outcome?



# OUTCOME BASED EDUCA-

## DELIVERY MODES

The diversity of teaching and learning methodologies can be adapted by lecturers as to cater to the heterogeneous or different students' potentials. This is important to ensure that different students are at the maximum level while the less potential ones are not left behind. Figure 5.2 shows that there are many modes of delivery that can be employed to suit various teaching and learning purposes.



# OUTCOME BASED EDUCA-

## OBE EDUCATIONAL FRAMEWORK

### Programme Educational Objectives (PEO):

The broad statements that describe the career and professional accomplishments which the program is preparing graduates to achieve.

### Programme Learning Outcomes (PLO):

The statements that describe what students are expected to know and able to perform or attain in terms of skills, knowledge and behaviour or attitude by the time of graduation.

### Course Learning Outcomes (CLO):

The statements that describe the specification of what a student should learn upon completing a course .

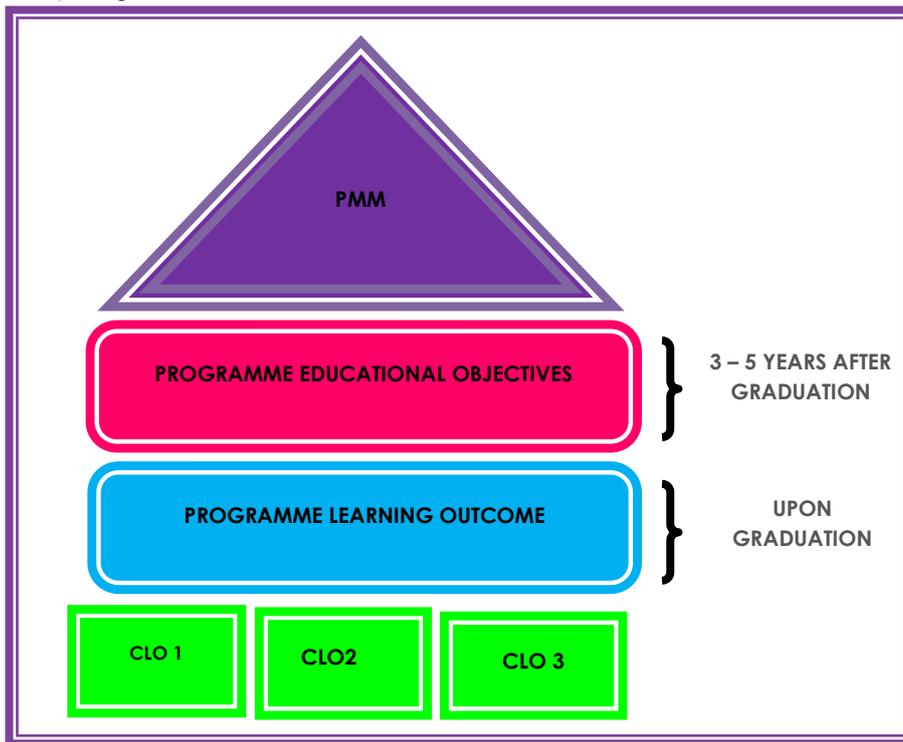


Figure 5.3 : OBE Educational Framework

# OUTCOME BASED EDUCA-

## FORMATION OF LEARNING OUTCOMES

The achievement of students is measured by learning outcomes. These learning outcomes should specify the competencies acquired by students upon completion of their studies. The Learning outcome consist of 8 domains that have been clustered into 5 clusters. The diagram Malaysian Qualifications Framework 2nd Edition: Level Descriptors below shows the cluster ;

MQF LEVEL	Summary of Learners Profile	CLUSTER 1: Knowledge and Understanding	CLUSTER 2: Cognitive skills	CLUSTER 3: FUNCTIONAL WORK SKILLS				CLUSTER 4: Personal and entrepreneurial skills	CLUSTER 5: Ethics and Professionalism
				Practical skills	Interpersonal and Communication Skills	Digital and Numeracy Skills	Leadership, Autonomy and Responsibility		
Level 4 DIPLOMA	Learners will have a broad knowledge of the general theories, principles and demonstrate skills in a focused area of study/ discipline enabling them to undertake specialized work leading to a career path in technical, professional or management fields.  Learners express interest in pursuing further education.  Learners will have a commitment for appropriate ethical behavior and express an appreciation of national aspirations within global perspectives	Demonstrate systematic comprehension (understanding) of a broad range of complex technical and theoretical knowledge and skills to undertake routine and non-routine tasks/ study within a field/ discipline.	Identify, interpret, apply and evaluate general concepts, theory and/ or operational principles within a well-defined context of a subject/discipline and/or work with minimal supervision  Solve problems of a common and well-defined kind as well as those others of a non-routine nature	Apply a limited range of practical skills, essential tools, methods and procedures to perform required tasks/work.  Reflect and make adjustments to Practices and processes, as necessary, related to routine or non-routine tasks.	Communicate clearly, both orally and in writing, ideas, information, problems and solutions, to others including peers, experts and non-experts.  Interact effectively, individually or as member of a team with supervisors, Peers and subordinates.  Demonstrate a high level of proficiency in at least one other language besides the national language.	Use a range of digital applications to support study /work as well as to seek and process data related to work or study.  Demonstrate skills to use and interpret routine and complex numerical and graphical/visual data.	Perform work with significant degree of personal responsibility and autonomy under broad guidance and direction on well-defined and non-routine study /work activities performed in a variety of contexts.  Lead and manage diverse teams to manage issues at work.	Identify self-improvement initiatives and possibilities for further education. Develop realistic Career and professional goals.  Explore and engage in activities relating to entrepreneurship.  Show interest in and participate at professional and civic activities leading to local and region wide communities building.	Demonstrate ability to understand and comply with organizational and professional ethics in work environment. Demonstrate ability to apply sustainable practices in the context of local and global work and social environment.

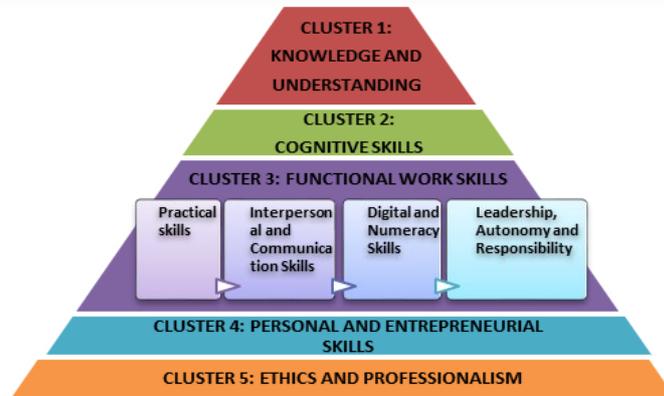


Figure 5.4 :Competency Domain to be applied in MQA Outcomes  
(Learning Outcomes, LO)

# OUTCOME BASED EDUCA-

## THREE MAIN STAGES IN TEACHING AND LEARNING PROCESS

In general, OBE concept divides teaching and learning activities into three parts, namely:

- i. Planning,
- ii. Implementation and
- iii. Assessment

At the planning stage, learning outcomes should be determined in advance by taking into account what students can do after attending a teaching process.

At the implementation stage, the teaching and learning activities should be designed to achieve the specified learning outcomes.

Finally, the assessment is to be determined where it measures how far students have achieved the specified learning outcomes and assessment provides input to continuously improve the teaching and learning process.

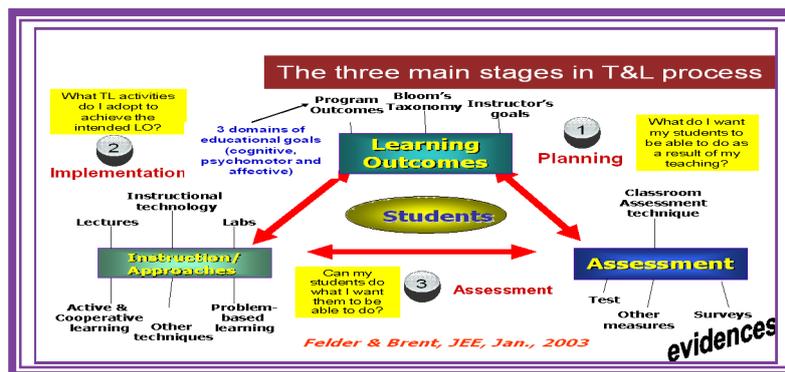


Figure 5.5 : Three Main Stage in Learning and Teaching Process

Towards the future of OBE:

1. Courses will help students to want, passionately, to do things, rather than just 'be able to' do things.
2. Assessment will assess whether students actually and spontaneously achieve the outcomes, rather than just 'being able to'

In conclusion, the call for accountability is inevitably one of the reasons that lead to the introduction of OBE in Politeknik Merlimau. All parties need to make necessary changes, modifications, and improvements in the light of the changes aimed. The roles of curriculum, lecturers or instructors and assessment must gear the students towards the intended outcomes.

# UNIT OF E-LEARNING

## Introduction

CeLT (Center for e-Learning & Teaching) is a special name for Digital Learning Unit under the Instructional and Digital Learning Division, Polytechnic Education Department, Ministry of Higher Education Malaysia. CeLT is created to help empower the special National e-Learning agenda for all

## VISION

Transforming Politeknik Merlimau towards global competitiveness through e-learning.

## MISSION

Build a competitive, creative and sustainable e-learning framework.

## OBJECTIVE

1. Encourage quality, fair and equitable education opportunities through e-learning (open, neutral and active)
2. Provide appropriate infrastructure and e-learning friendly
3. Creating a variety of creativity to strengthen the 21st century learning and teaching process

## The roles and responsibility of the e-Learning Unit are to :

1. Coordinate, support and monitor the implementation of e-Learning through the CIDOS platform.
2. Develop and improve CIDOS functionality to meet the effective R & D requirements and suit the rapid development of ICT (including Mobile-ready).
3. Improve literacy and training and mentoring on e-Learning.
4. Plan training and mentoring and support e-Content development support for academic and student staff.
5. Designing strategies and coordinating the EDOLA competition organized by CELT's Department of Polytechnic Education such as TVET Tunes, Poli TV, EMCC, VR 360 and Augmented Reality (AR).

# UNIT OF E-LEARNING



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# FACILITIES



**Computer Reservation System (CRS) Lab**



**Studio**

# FACILITIES



**Kristal Restaurant**



**Commercial Kitchen**



**Housekeeping Lab**

# FACILITIES



**Culinary Lab**



**Lecture Room**



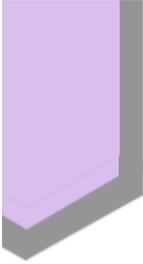
**Lecture Theater**



**Training Travel Office**



**Recreational Facilities**



# DIPLOMA IN HOTEL MANAGE-

## Programme Information

### Introduction

Diploma in Hotel Management provides insights into a wide range of hospitality & management courses to equip students with the expertise needed by industry in order to embark on a successful career path in the hospitality business. A field work placement is also available where students benefit from 2 semesters experiential learning in work based learning arrangement and networking with industry representatives.

Work-Based Learning (WBL) concept gives students the opportunity to learn a variety of skills by expanding the walls of classrooms learning and teaching in a specific periods of attendance at polytechnic and of employment. By narrowing the gap between theory and practice, Work-Based Learning creates meaning for students.

Goals and benefits of WBL:-

- Active participation of educators, employees, students, parents, and appropriate agencies and community representatives.
- Development of learning and workplace competencies.
- Improvement of student grades and employability.
- Assist students in identifying career pathways.

### Synopsis

Diploma in Hotel Management is designed to cover the current wide discipline of hotel industry. This programme offers hands-on practical skills and prepares students to excel in terms of accommodation, food and beverage services and other services. This special programme is designed to resemble an apprenticeship training programme where students will be attached to a designated hotel for a period of ten (10) months throughout the duration of the programme. This includes front office operation, housekeeping operation, food and beverage operation and kitchen operation. Other fundamental competencies offered are tourism and hospitality fundamentals, professional development, communication skills, occupational health and safety, and entrepreneurial development.

# DIPLOMA IN HOTEL MANAGE-



## Job Prospects

This programme provides the knowledge and skills in hotel management with a broad understanding of hotel industry. The knowledge and skills that the students acquire from the programme will enable them to a middle management post such as: -

### Front Office

- a. Guest Service Assistant
- b. Reservation Coordinator
- c. Care line Service Operator
- d. Night Auditor
- e. Concierge
- f. Receptionist
- g. Front Office Assistant

### Housekeeping

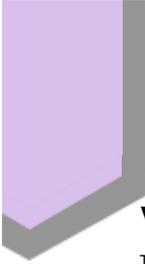
- a. Housekeeping Coordinator
- b. Public Area Supervisor
- c. Housekeeping Supervisor
- d. Laundry Supervisor
- e. Room Attendant
- f. Public Area Attendant
- g. Linen Room Attendant

### Food and Beverage

- a. Captain/Supervisor
- b. Waiter/Waitress
- c. Host/Hostess
- d. Bartender

### Kitchen

- a. Commis



# DIPLOMA IN HOTEL MANAGE-

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## **Vision**

To be the Leading-Edge TVET Institution

## **Mission**

- a. To provide wide access to quality and recognized TVET programmes
- b. To empower communities through lifelong learning
- c. To develop holistic, entrepreneurial and balanced graduates
- d. To capitalise on smart partnership with stakeholders

## **Educational Goal**

To produce holistic and competent TVET graduates capable of contributing to the nation development

## **Programme Aims**

This program believes that every individual has potential and the programme aims to foster responsible and adaptable Hotel Executive to support the country aspiration of becoming a world class tourist and cultural destination.

## **Programme Educational Objectives (PEO)**

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

PEO1: Hotel Executives who apply fundamental hotel operation knowledge and principles in providing solution for hospitality issues and challenges

PEO2: Hotel Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in hospitality industry

PEO3: 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

PEO4: 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

# DIPLOMA IN HOTEL MANAGE-



## Programme Learning Outcomes (PLO)

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

PLO1: Apply knowledge of hotel management in operating and managing hotel operation and hospitality services

PLO2: Analyse issues and challenges in assisting and providing appropriate solution for hotel operation and hospitality services

PLO3: Perform skills in the hotel operation and hospitality services

PLO4: Demonstrate effective communication and interaction skills to an individual or as member

PLO5: Display the ability to use digital application and interpret numerical data in related

PLO6: Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team

PLO7: Demonstrate entrepreneurial and good managerial skill in society

PLO8: Integrate professionalism, positive attitudes and values in engaging with society and stakeholders

# PROGRAMME STRUCTURE

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CRED-IT
			L	P	T	
<b>SEMESTER 1</b>						
Compulsory	MPU21012	Pengajian Malaysia	1	0	2	2
	DUE10012	Communicative English 1	1	0	2	2
	MPU24XX1	Sukan	0	2	0	1
	MPU24YY1	Unit Beruniform 1				
Common Core	DUW10012	Occupational, Safety and Health	2	0	0	2
	DTM10083	Fundamentals of Tourism and Hospitality	3	0	0	3
	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	3
Discipline	DTF10102	Foodservice Sanitation	2	0	0	2
<b>TOTAL</b>			<b>15</b>			
<b>SEMESTER 2</b>						
Compulsory	MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	2
	MPU23042	Nilai Masyarakat Malaysia **				
	MPU24XX1	Kelab/Persatuan	0	2	0	1
	MPU24XX1	Unit Beruniform 2				
	MPU22012	Entrepreneurship				
Common	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	2
Discipline Core	DTF40133	Food and Beverage Cost Control	2	0	2	3
	DTA20093	Food and Beverage Service	1	4	0	3
	DTA20014	Basic Food Preparation	1	6	0	4
<b>TOTAL</b>			<b>17</b>			
<b>SEMESTER 3</b>						
Compulsory	DUE30022	Communicative English 2	1	0	2	2
Common Core	DTM40123	Principles of Accounting for Tourism and Hospitality	2	0	2	3
Discipline Core	DTA30024	Restaurant Operation	0	8	0	4
	DTA30103	Housekeeping Operation and Management	1	4	0	3
	DTA30113	Front Office Operation and Management	1	4	0	3
<b>TOTAL</b>			<b>15</b>			
<b>SEMESTER 4</b>						
Compulsory	DUE50032	Communicative English 3	1	0	2	2
Common Core	DYA30073	Green Technology Compliance	2	0	2	3
	DTM50153	Tourism and Hospitality Marketing	2	2	0	3
Discipline Core	DTA40033	Hospitality Law	3	0	0	3
	DTA40124	Hospitality Project	1	4	0	4
	DTA40133	Human Resource Management	3	0	0	3
<b>TOTAL</b>			<b>18</b>			

# PROGRAMME STRUCTURE

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CRE DIT
			DIL	IGP	IL	
<b>SEMESTER 5</b>						
	DTA50057	Housekeeping Operation	0	360	13	7
	DTA50067	Front Office Operation	0	360	13	7
<b>TOTAL</b>						<b>14</b>
<b>SEMESTER 6</b>						
Discipline	DTA60077	Food and Beverage Operation	0	360	13	7
	DTA60087	Kitchen Operation	0	360	13	7
<b>TOTAL</b>						<b>14</b>
<b>TOTAL CREDIT VALUE</b>						<b>93</b>

<b>ELECTIVES</b>						
1	DUD10012	Design Thinking	1	0	0	2

	Total Credit	%
i. (a) Compulsory	14	15%
(b) Compulsory (Bahasa Kebangsaan A) <sup>a</sup>	2 <sup>b</sup>	0%
ii. Common Core	19	20%
iii. (a) Discipline Core	32	34%
(b) Discipline Core (Work-Based Learning)	28	30%
iv. Specialization	0	0%
<b>Total Credit</b>	<b>93</b>	
v. (a) Elective	0	0%
(b) Free Electives <sup>a</sup>	2 <sup>a</sup>	0%
<b>Grand Total Credit</b>	<b>93</b>	<b>100%</b>

	Total Hours	%
i. Lecture	25	37
ii. Practical	38	57
iii. Tutorial	4	6
<b>Total Contact Hours</b>	<b>67</b>	<b>100</b>

**Legend:**

**L** : Lecture, **P** : Practical / Lab, **T** : Tutorial, **O** : Others  
(The numbers indicated under L, P, T & O represent the contact hours per week, to be used as a guide for time table preparation).

<sup>a</sup>For Muslim Students

<sup>\*\*</sup>For Non Muslim Students

**Notes:**

- The minimum and maximum credit value of Electives must be referred to the programme standard or professional bodies.
- \*Free Electives** are courses which are not included in any programme structure but if taken, will contribute towards students' CGPA, provided that institutions adhere to the Jabatan Pendidikan Politeknik & Kolej Komuniti Free Electives Guidelines.
- \*MPU22042 Bahasa Kebangsaan A** is **COMPULSORY** for students who did not attain credit in Bahasa Melayu at Sijil Pelajaran Malaysia (SPM) level and will contribute to students' CGPA.
- Co-curriculum pathways:
  - Path 1 : Sport and Club
  - Path 2 : Uniform Unit (Students are required to **PASS** Uniform Unit 1 as a prerequisite to Uniform Unit 2)
- Clusters:
  - CLS1 : Knowledge & Understanding
  - CLS2 : Cognitive Skills
  - CLS3a : Practical Skills
  - CLS3b : Interpersonal & Communication Skills
  - CLS3c : Digital & Numeracy Skills
  - CLS3d : Leadership, Autonomy & Responsibility
  - CLS4 : Personal & Entrepreneurial Skills
  - CLS5: Ethics & Professionalism

# SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
1	DUWI0012 OCCUPATIONAL SAFETY AND HEALTH	2	OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control and Risk Assessment (HIRARC), Workplace Environment and Ergonomics and guide the quality and safety practices in foodservice industry. In addition, this course also discusses on the causes and prevention methods of food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.	<p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> <li>1. explain briefly Occupational, Safety and Health (OSH) procedures, regulation and its compliance in Malaysia. (C2, CSL1)</li> <li>2. Initiates incident hazards, risks and safe work practices in order to maintain health and safe work environment. (A3,CLS5)</li> <li>3. demonstrate communication skill in group to explain the factor that can lead to accident in workplace. (A3,CLS3b)</li> </ol>
	DTF10102 FOODSERVICE SANITATION	2	FOODSERVICE SANITATION provides information on hygiene, sanitation and ergonomics and guide the quality and safety practices in foodservice industry. In addition, this course also discusses on the causes and prevention methods of food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.	<p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> <li>1. explain the importance and key elements of food sanitation in foodservice operation. (C2, PLO1)</li> <li>2. provide methods to prevent food contamination and poisoning through implementation of quality control system, food safety and public health law in foodservice operation. (C3, PLO1)</li> <li>3. propose proper sanitation methods to prevent contamination that causing food poisoning in foodservice production. (A3, PLO8)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
1	DTM10083 FUNDAMENTAL OF TOURISM AND HOSPITALITY	3	FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the foundation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by	<p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> <li>1. identify fundamental components of tourism and hospitality from various perspectives. (C3,PLO1)</li> <li>2. recognize the roles of impact, current trends and future outlook for global tourism and hospitality. (C2, PLO2)</li> <li>3. discuss the career opportunities, issues and challenges in tourism and hospitality effectively. (A2,PLO7)</li> </ol>
	DTM10203 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY	3	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.	<p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> <li>1. demonstrate knowledge related to the customer service in tourism and hospitality profession. (C3, PLO1)</li> <li>2. display effectively skill and techniques of ethic, social etiquette and handling customer complaints in customer service. (P2 PLO3)</li> <li>3. present effectively communication skill of hospitality service culture in tourism and hospitality industry. (A2, PLO4)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
2	DTF40072 MUSLIM FRIENDLY HOSPITALITY PRACTICE	2	MUSLIM FRIENDLY HOSPITALITY PRACTICE course emphasize on specific services and product which must be taken into consideration and provided by tourism and hospitality businesses. This course covers the application of Muslim friendly hospitality services in various service sectors of tourism and hospitality businesses such as accommodation, food-service, travel services, recreation, transportation, entertainment and public places. This course will also study, analyse and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services.	<p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> <li>1. determine the key elements of Muslim Friendly Practice needed within tourism and hospitality environment. (C4,PLO2)</li> <li>2. display Muslim Friendly Practice in hospitality and tourism service according to requirement. (P3, PLO3)</li> <li>3. demonstrate Muslim Friendly Practice in hospitality and tourism service ethically. (A3,PLO8)</li> </ol>
	DTF40133 FOOD AND BEVERAGE COST CONTROL	3	FOOD AND BEVERAGE COST CONTROL contains various elements of costs associated with food and beverage industry. Students are taught to calculate the cost of food and beverage. They are also introduced to the concept of menu pricing, break-even and budgeting. This course also emphasizes on production control system associated with cost control techniques.	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. explain the attributes which support the understanding of food and beverage cost control in food operation accurately. (C2, PLO1)</li> <li>2. analyze menu for profitability and food costing in food and beverage operation to budget and forecast sales and revenue effectively. (C4, PLO2)</li> <li>3. perform sales report on the cost control attributes for food and beverage correctly. (P4, PLO5)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
2	DTA20093 FOOD AND BEVERAGE SERVICE	3	FOOD AND BEVERAGE SERVICE introduces students to the knowledge and skills in food and beverage department (F&B) as required in the hotel industry. Students will discuss on the new upcoming trend in the industry. It enumerates the food and beverage service techniques and operating procedures in food and beverage task such as <i>mise en place</i> , guest handling procedures, sequence of courses, style of service and beverages. Students will be encouraged to understand and apply the right procedure of serving food and beverage to reflect the current practice in the industry.	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. explain the fundamentals of food and beverage service (C2, PLO1)</li> <li>2. perform skills in preparation and serving of guest. (P4, PL03)</li> <li>3. practice Standard Operating Procedure in food and beverages service with positive attitude and good customer service. (A2,PLO8)</li> </ol>
	DTA20014 BASIC FOOD PREPARATION	4	BASIC FOOD PREPARATION provides introduction of foodservice operation which are kitchen rules and regulation, equipment and utensils to cooking technique, the fundamental concepts, skills, techniques and presentation of basic western and pastry cooking. Using the classical cooking approach, this course helps to develop the students' knowledge and skills in food preparation and in all aspects of kitchen operations. Students will also be given hands-on experience on how to prepare western food and pastry products and its derivatives.	<p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> <li>1. apply the principles of food preparation, kitchen rules and equipment. (C3,PLO1)</li> <li>2. perform skills in selection, preparation, cooking and presentation of food products. (P4,PLO3)</li> <li>3. display an ethical behavior in practicing standard recipes in preparation of food products. (A3, PLO8)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
3	DTM40123 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	3	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.	<p>Upon completing this course students should be able to:</p> <ol style="list-style-type: none"> <li>1. discuss the concepts and principles for account accounting standards in recording a tourism and hospitality business transaction. (C2, PLO1)</li> <li>2. manage ledger, trial balance, adjustment and financial statement according to a complete accounting cycle. (C4, PLO2)</li> <li>3. display digital and numerical application in preparing complete accounting standards. (A2, PLO6)</li> </ol>
	DTA30024 RESTAURANT OPERATION	4	RESTAURANT OPERATION covers knowledge and skills of running various types of service which are used in different food and beverage outlets. Students are exposed to menu planning and food production based on services and establishments. Topics discussed will help to develop skills and understanding towards the operations of commercial restaurant with appropriate dine-in environment. Students will also have opportunities to manage the operations of a whole restaurant and to design sales promotion strategies.	<p>Upon completion of this course, students should be able to:-</p> <ol style="list-style-type: none"> <li>1. follow procedures to prepare, produce, serve and clear food in restaurant operation. (P3,PLO3)</li> <li>2. construct appropriate menu pricing for different types of restaurant operations competently. (P4,PL05)</li> <li>3. perform managerial skills in the operations of Fine-dining, Table d'hote, A'la Carte and Buffet and design sales promotion strategies. (A2,PLO7)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
3	DTA30103 HOUSEKEEPING OPERATION AND MANAGEMENT	3	HOUSEKEEPING OPERATION AND MANAGEMENT introduces all aspects of hotel housekeeping operation including housekeeping department structure, inventory and equipment management, fabric and linen handling, housekeeping supplies, laundry, room and public area cleaning. This course also focuses on the overall housekeeping operation and standard operating procedures (SOP's). Students are also exposed to the implementation of sustainable practices to reduce environmental impact.	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> <li>1. discuss the roles and functions of housekeeping department in hotel operation. (C2, PLO1)</li> <li>2. perform Standard Operating Procedures (SOP's) for handling linen, laundry operation, room and public areas cleaning and other cleaning procedures efficiently. (P4, PLO3)</li> <li>3. practice hygiene, safety and security practices ethically in the housekeeping operation. (A2, PLO8)</li> </ol>
	DTA30113 FRONT OFFICE OPERATION AND MANAGEMENT	2	FRONT OFFICE OPERATION AND MANAGEMENT exposes students to the knowledge of front office structure, requirements, role of front office operation and the understanding of multi-property management as well as all key areas of operation in ensuring the success of front office service. In this course students build knowledge and competencies of front office operations. It also emphasizes the backbone of multi-property management, enables more efficient delivery of guest services, revenue optimization and streamlined operations. This course also underlines the importance of front desk, excellent personal development and customer service.	<p>Upon completion of this course, the students should be able to:</p> <ol style="list-style-type: none"> <li>1. demonstrate understanding of front office organizational structure, relationship with other departments, types of room and factors affecting room rates effectively. (C3, PLO1)</li> <li>2. perform the Standard Operation Procedure (SOP) for reservation, check in and check out, front office daily updates and night audit. (P4, PLO5)</li> <li>3. develop interpersonal and communication skill in front office department. (A4, PLO4)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
4	DUG30023 GREEN TECHNOLOGY	3	<p>GREEN TECHNOLOGY COMPLIANCE course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. explain green fundamentals and practices of green technology ( C3 , CLS 2 )</li> <li>2. display green technology and practices concept in related areas within the industry in Malaysia ( P4 , CLS 3a )</li> <li>3. demonstrate green economy and green culture challenges to implement green programmes ( A3 , CLS 3b )</li> </ol>
	DTM501 S3 TOURISM AND HOSPITALITY MARKETING	3	<p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. acquire accurate knowledge and understanding of the concepts of marketing, marketing mix, marketing information system, marketing research, marketing segmentation and marketing positioning in tourism and hospitality ( C3 , PLO 2 )</li> <li>2. organize marketing plan and sales for tourism and hospitality ( P4 , PLO 5 )</li> <li>3. develop entrepreneurial skill in social media marketing for tourism and hospitality products and services ( PA , PLO 7 )</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
4	DTA40033 HOSPITALITY LAW	3	HOSPITALITY LAW covers the basic concepts and applications of the key principles of law applicable to hospitality and related industries. Students will be exposed to Malaysian Legal System, Law of Contract, Negligence, Law of Innkeepers, Employment Law, Sexual Harassment, Islamic Law, Law of Foodservice and Travel Agent and Tour Operators.	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. examine concepts of the key principles of law applied in hospitality industries ( C3 , PLO 1 )</li> <li>2. determine the law of contract, negligence, law of innkeepers, employment law, sexual harassment and Islamic law in the context of hospitality industries ( C4 , PLO 2 )</li> <li>3. discuss areas of law and policies pertinent to issues and cases of food service industry and travel agent and tour operators ethically ( A2 , PLO 8 )</li> </ol>
	DTA40124 HOSPITALITY PROJECT	4	HOSPITALITY PROJECT is catered for the final semester students of diploma programme. It can be implemented individually or in groups. Project coordinator chosen among the lecturers will set the format of the project at the beginning of the semester. The project consists of case studies, scientific research, activities or production-related. Students may be required to make presentations or reports. Each student will be supervised by a lecturer who acts as their project supervisor.	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. complete a proposal project consisting case studies, environmental research, eco-friendly services or products that is aligned with project procedures and guidelines accurately ( C3 , PLO 1 )</li> <li>2. document a complete report based on the project conducted that consisting of results, analysis, discussion and recommendations in proper format ( C4 , PLO 2 )</li> <li>3. construct specific project that will benefit to the tourism and hospitality industry confidently ( P3 , PLO 3 )</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
4	DTA40133 HUMAN RESOURCE MANAGEMENT	3	HUMAN RESOURCE MANAGEMENT expose students to various topics on leadership, recruitment, selection, training, performance appraisal, payment system and rewards. Students are also introduced to the benefits, reward and industrial relation during the course of this study. They will also learn the turnover rate method and stability index which is useful in management human resource	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>ascertain the importance of human resource management in a hospitality business environment ( C3 , PLO 1 )</li> <li>determine the issues and challenge of human resource management in hospitality operation ( C4 , PLO 2 )</li> <li>explain an understanding from ethical perspective of human resource management in hospitality operation ( A3 , PLO 8 )</li> </ol>
5	DTA50057 HOUSEKEEPING OPERATION	7	HOUSEKEEPING OPERATION introduces all aspects of hotel housekeeping operation including Housekeeping Department organization chart, room cleaning, bathroom cleaning, bed making procedure, public area and other area, linen and laundry operation and hygiene, as well as safety and security. This course also focuses on overall housekeeping operation procedures.	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>perform roles and functions of housekeeping department according to Standard Operating Procedures (SOP's) in hotel operation (P4, PLO3)</li> <li>cooperate working in housekeeping team members regarding to the task and job responsibility (A2, PLO6)</li> <li>explain profesional manners in housekeeping practice towards hygiene, safety and security in hotel operation (A3, PLO8)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
5	DTA50067 FRONT OFFICE OPERATION	7	<p>FRONT OFFICE OPERATIONS expose students to the knowledge and skills of front office operations. Students are exposed to the roles and functions of front office staffs. Students will build basic skills and competencies of front office operations and other areas of operation in ensuring the success of front office service. Students are required to perform reservation, check in, check out, and special services. Students will be taught to various standard operating procedures (SOPs) related to front office operations.</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. perform basic skills in standard operating procedures for front office in hotel operations (P4, PLO3)</li> <li>2. demonstrate standard operating procedures for reservation, check-in, check-out, and special procedures (P5, PLO5)</li> <li>3. explain the use of communication skills effectively during front office operation (A3, PLO4)</li> </ol>
6	DTA60077 FOOD AND BEVERAGE OPERATION	7	<p>FOOD AND BEVERAGE OPERATION expose students to the real environment of food and beverage operation in a restaurant including the practical aspect on services and restaurant operation management. The reality of workplace demands and employability skills are needed to ensure the success of a restaurant. Students are given the opportunity to gain experience through work based learning environment, where they will be employed by the industry for practical training session.</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. perform skills of preparation and serving of foods and beverages to guest based on hotel standards (P4, PLO3)</li> <li>2. perform standard operating procedure to handle bills and take orders from guests (P4, PLO5)</li> <li>3. explain the functions of Food and Beverage Department, according to hotel standards (A3, PLO8)</li> </ol>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
6	DIA60087 KITCHEN OPERATION	7	<p>KITCHEN OPERATION acquire valuable skills and knowledge to be competent as qualified cook that will be covered about organization, preparation and presentation of food. This course provides different methods of cookery, learn about workplace hygiene, first aid and health, safety and security procedures. Moreover the course will provide knowledge to develop cost effective menus and skills to planning foods according to dietary and cultural needs.</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. perform procedures to prepare and produce food according to standard operation procedure in the hotel operation (P4, PLO3)</li> <li>2. demonstrate good relationship and teamwork skills in kitchen operation (A3, PLO6)</li> <li>3. adhere proper food handling skills required to be performed in the kitchen operation (A4, PLO8)</li> </ol>

# HIGHER ACADEMIC PATH- WAY

## CAREER PATHWAYS FOR POLYTECHNIC STUDENTS.

Graduates of polytechnics in general are able to advance their studies through these two academic career pathways;

### 1. Polytechnic Degree Programmes

#### 1. Premier Polytechnics

LIST OF POLYTECHNIC	PROGRAMME	INFORMATION
	Bachelor of Tourism Management and International Hospitality	<b>Politeknik Ibrahim Sultan</b> KM 10, Jln Kong Kong, 81700 Pasir Gudang, Johor Darul Takzim, MALAYSIA. Tel: +607-2612488 Fax: +607-2612402 Email: webmaster@pis.edu.my Web : <a href="http://www.pis.edu.my">http://www.pis.edu.my</a>

# HIGHER ACADEMIC PATH-

## 2. Institution of Higher Learning (Public/Private)

This pathway allows polytechnic students to advance their studies in other public universities, as well as other private learning institutions. Apart from this, students are

LIST OF UNIVERSITY	PROGRAMME	INFORMATION
	<ul style="list-style-type: none"> <li>B.Sc. (Hons.) Hotel Management</li> <li>B.Sc. (Hons.) Foodservice Management</li> <li>B.Sc. (Hons) Culinary Arts Management</li> </ul>	<b>Universiti Teknologi MARA (UiTM)</b> 40450 Shah Alam, Selangor Darul Ehsan, Malaysia Tel : (6)03-55442000 Web: <a href="http://www.uitm.edu.my">www.uitm.edu.my</a>
	<ul style="list-style-type: none"> <li>Bachelor of Hospitality Management (Hons.)</li> </ul>	<b>Universiti Utara Malaysia</b> , 06010 UUM Sintok, Kedah Darul Aman, MALAYSIA Tel: +604-9288158 /8159/8160 Fax : +604-928 8163 Email: <a href="mailto:colgis_pphas@uum.edu.my">colgis_pphas@uum.edu.my</a> Web: <a href="http://www.uum.edu.my">www.uum.edu.my</a>
	<ul style="list-style-type: none"> <li>Bachelor of Vocational Education (Catering) with Honours</li> </ul>	<b>Universiti Tun Hussein Onn Malaysia (UTHM)</b> , 86400 Parit Raja, Batu Pahat Johor, Malaysia Tel : 07-4537681/ 7655/ 7687/ 7689/ 7694/ 7696 Faks : 07-4536085 Web : <a href="http://www.uthm.edu.my">www.uthm.edu.my</a>
	<ul style="list-style-type: none"> <li>Bachelor of Business with Honours Hotel Management</li> </ul>	<b>Universiti Malaysia Sabah</b> Jalan UMS, 88400, Kota Kinabalu, Sabah, Malaysia Tel : (+6088) 320000 / 320474 Fax : (+6088) 320223 Web: <a href="http://www.ums.edu.my">www.ums.edu.my</a>
	<ul style="list-style-type: none"> <li>Bachelor of Hospitality Management (Hons)</li> <li>Bachelor of Hotel Management (Hons)</li> </ul>	<b>UNITAR</b> , 3-01A, Level 2, Tierra Crest, Jalan SS6/3, Kelana Jaya, 47301 Petaling Jaya, Selangor Tel: +603 7627 7200 Fax: +603 7627 7447 <a href="http://www.unitar.my">http://www.unitar.my</a>
	<ul style="list-style-type: none"> <li>Bachelor Of Hospitality Management (Hons)</li> </ul>	<b>BERJAYA University College of Hospitality</b> , Level 11 West, Berjaya Times Square, No. 1 Jalan Imbi, 55100 Kuala Lumpur, Tel : +603-2687 7000 Fax: +603 2687 7001 Email: <a href="mailto:info@berjaya.edu.my">info@berjaya.edu.my</a>
	<ul style="list-style-type: none"> <li>Bachelor of International Hospitality Management (Hons)</li> </ul>	<b>Taylor's University Lakeside Campus</b> , No. 1 Jalan Taylor's 47500 Subang Jaya, Selangor Darul Ehsan Tel: 603-5629 5000 Fax: 603-5629 5001

# DEPT OF MATHEMATICS, SCIENCE



## Introduction

The Department of Mathematics, Science & Computer which is also known as JMSK is an academic supporting department. It is responsible for the B code courses in three different fields that are Mathematics, Science and Computer. Besides, it also performs the academic supporting tasks (administration) in PMM.

This department was set up in November 2002 and is currently running with 31 lecturers, one laboratory assistant, one computer technician and one operational assistant.

JMSK is managed by the head of department ; supported by three (3) head of courses of Mathematics, Science and Computer. These head of courses are responsible in monitoring staffs under their supervisions in order to ensure the learning and teaching implementations run effectively. Besides, JMSK also managed a Pre Diploma Science programme which is supervised by a Head of Programme.

This department is equipped with computer laboratories, science laboratories, Technology Enabled Collaborative Classroom (TECC), meeting room, discussion room, prayer room and R & R corner.

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# SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
1	Penghayatan Etika dan Peradaban MPU21032	2	PENGHAYATAN ETIKA DAN PERADABAN ini menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pasti sistem, tahap perkembangan, kemajuan dan kebudayaan merentas bangsa dalam mengukuhkan kesepaduan sosial. Selain itu, perbincangan dan perbincangan berkaitan isu-isu kontemporari dalam aspek ekonomi, politik, sosial, budaya dan alam sekitar daripada perspektif etika dan peradaban dapat melahirkan pelajar yang bermoral dan profesional. Penerapan amalan pendidikan berimpak tinggi (HIEPs) yang bersesuaian digunakan dalam penyampaian kursus ini.	<p>CLO1 : membentangkan konsep etika dan peradaban dalam kepelbagaian tamadun. ( A2 , CLS 5 )</p> <p>CLO2 : menerangkan sistem, tahap perkembangan, kesepaduan sosial dan kebudayaan merentas bangsa di Malaysia. ( A2 , CLS 5 )</p> <p>CLO3 : mencadangkan sikap yang positif terhadap isu dan cabaran kontemporari dari perspektif etika dan peradaban. ( A3 , CLS 4 )</p>
	Communicative English 1 DUE10012	2	COMMUNICATIVE ENGLISH 1 focuses on developing students' speaking skills to enable them to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. The students are equipped with effective presentation skills as a preparation for academic and work purposes.	<p>CLO1 : Participate in a discussion using effective communication and social skills to reach an amicable conclusion by accommodating differing views and opinions ( A3 , CLS 3b )</p> <p>CLO2 : Demonstrate awareness of values and opinions embedded in texts on current issues ( A3 , CLS 3b )</p> <p>CLO3 : Present a topic of interest that carries identifiable values coherently using effective verbal and nonverbal communication skills ( A2 , CLS 4 )</p>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
2	Pelancongan dan Hospitaliti dalam Islam* MPU23072	2	PELANCONGAN DAN HOSPITALITI DALAM ISLAM memberi pengetahuan tentang konsep Islam sebagai al-Din dan seterusnya membincangkan konsep pelancongan dan hospitaliti mengikut perspektif Islam. Ia merangkumi penyediaan rumah penginapan, makanan, layanan terhadap tetamu dan hubungan alam sekitar dalam bidang pelancongan. Seterusnya membincangkan konsep asas kaedah fiqh, nilai-nilai kebersihan dan estetika Islam dalam bidang tersebut	<p>CLO1 : Melaksanakan dengan yakin amalan Islam dalam kehidupan seharian ( A2 , CLS 4 )</p> <p>CLO2 : Menerangkan etika dan profesionalisme berkaitan pelancongan dan hospitaliti dalam Islam (A3 ,CLS 5 )</p> <p>CLO3 : Menghubungkan minda ingin tahu dengan prinsip syariah dalam bidang pelancongan dan hospitaliti menurut perspektif Islam ( A4 , CLS 4 )</p>
	Nilai Masyarakat Malaysia** MPU23042	2	NILAI MASYARAKAT MALAYSIA membincangkan aspek sejarah pembentukan masyarakat, nilai-nilai agama, adat resam dan budaya masyarakat di Malaysia. Selain itu, pelajar dapat mempelajari tanggungjawab sebagai individu dan nilai perpaduan dalam kehidupan di samping cabaran-cabaran dalam membentuk masyarakat Malaysia	<p>CLO1 : Membincangkan sejarah dan nilai dalam pembentukan masyarakat di Malaysia ( A2 , CLS 4 )</p> <p>CLO2 : Menerangkan etika dan profesionalisme terhadap konsep perpaduan bagi meningkatkan semangat patriotisme masyarakat Malaysia ( A3 , CLS 5 )</p> <p>CLO3 : Menghubungkan minda ingin tahu dengan cabarancabaran dalam membentuk masyarakat Malaysia ( A4 , CLS 4 )</p>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
3	DUE30022 Communicative English 2	2	COMMUNICATIVE ENGLISH 2 emphasises the skills required at the workplace to describe products or services as well as processes or procedures. This course will also enable students to make and reply to enquiries and complaints.	<p>CLO1 : Describe a product or service effectively by highlighting its features and characteristics that appeal to a specific audience ( A3 , CLS 3b )</p> <p>CLO2 : Describe processes, procedures and instructions clearly by highlighting information of concern ( A3 , CLS 4 )</p> <p>CLO3 : Demonstrate effective communication and social skills in handling enquiries and complaints amicably and professionally ( A3 , CLS 3b )</p>
5	DUE50032 Communicative English 3	2	COMMUNICATIVE ENGLISH 3 aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as to apply the job hunting mechanics effectively in their related fields. Students will learn to gather data and present them through the use of graphs and charts. Students will also learn basics of job hunting mechanics which include using various job search strategies, making enquiries, and preparing relevant resumes and cover letters. The students will develop communication skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.	<p>CLO1 : Present gathered data in graphs and charts effectively using appropriate language forms and functions ( A2 , CLS 3b )</p> <p>CLO2 : Prepare a high impact resume and a cover letter, highlighting competencies and strengths that meet employer's expectations ( A4 , CLS 4 )</p> <p>CLO3 : Demonstrate effective communication and social skills in handling job interviews confidently ( A3 , CLS 3b )</p>

## SYNOPSIS & COURSE LEARNING

SEMESTER	COURSE	CREDIT	SYNOPSIS	CLO
1	MPU22042	2	BAHASA KEBANGSAAN A menawarkan kemahiran berbahasa dari aspek mendengar, bertutur, membaca dan menulis sesuai dengan tahap intelek pelajar, serta meningkatkan kecekapan berbahasa dalam konteks rasmi dan tidak rasmi.	<p>CLO1 : Menunjukkan cara berinteraksi yang baik dalam pelbagai situasi ( A3 , CLS 3b )</p> <p>CLO2 : Menulis pelbagai jenis bentuk penulisan dengan jelas dan bersistematik ( A2 , CLS 3b )</p> <p>CLO3 : Menunjukkan kaedah bertutur dalam komunikasi lisan dengan sebutan dan intonasi yang betul ( A3 , CLS 4 )</p>

# DEPARTMENT OF GENERAL



## Introduction

The General Studies Department strives to produce excellent students in both cognitive and spiritual faculties. For that end, the department provides courses that complement the programmes offered by the main departments.

The English courses prepare the students with the essential knowledge and skills in communication to meet the challenges in their future workplace. Apart from that, students are also nurtured with the teachings of Islam, moral values and the knowledge of Islamic civilization. In addition, Arabic Language and Mandarin courses are currently offered as an elective subject for the Tourism and Hospitality Department's students.

This department comprises the Head of Department, together with two Heads of Course and also lecturers from the English Language Unit and the Islamic Education and Moral Studies Unit. The English Language Unit consists of 22 lecturers while the Islamic Education and Moral Studies unit has a total number of 20 lecturers. Furthermore, the department has two language laboratories that are equipped with the necessary peripherals to enhance the languages learning and teaching sessions.

Lastly, it is with high expectation that this Programme Handbook will enlighten the students regarding the courses offered by the Department of General Studies, Politeknik Merlimau.

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# UNIT OF SPORTS, CO CURRICULUM &

## Introduction

Unit of Sports, Co-curriculum and Cultural (USKK) Politeknik Merlimau is responsible for the planning, management and implementation of all activities regarding sports, co curriculum and cultural events in PMM. This unit comprises of three sub-unit, the sports, co-curriculum and also cultural. The activities are designed for every semester based on given schedule and academic calendar.

The sports sub unit is responsible for planning the implementation of sports activities for PMM students. In PMM the sport sub-unit is directly involved with the Polytechnic Sports Council (MSP) in conducting sports competitions among polytechnics students in other polytechnics in Malaysia.

For the learning and teaching activities, the Co-curriculum sub-unit plays an important role in coordinating, supervising, and monitoring the co-curriculum courses. The co-curriculum sub-unit offers 3 types of courses, the DRB1000, DRS2001 and DRK3002 that is compulsory for every student to enrol.

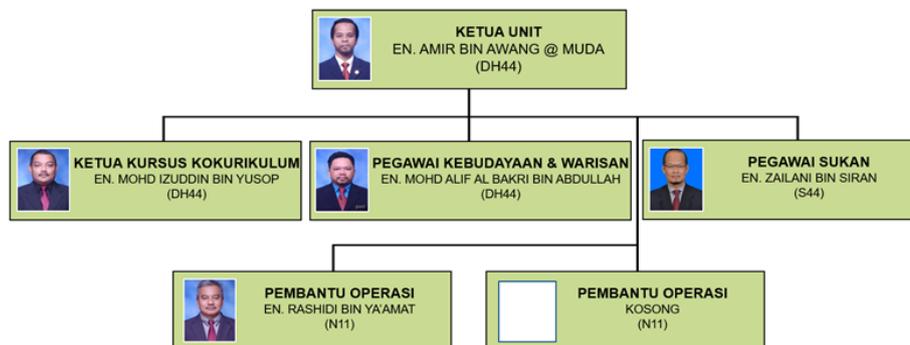
The cultural and heritage sub-unit is responsible for the management and organization of the implementation of arts and cultural programmes in PMM. This sub-unit also helps students and polytechnics in particular in the handling of protocol and etiquette such as convocation ceremony.

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## CARTA ORGANISASI UNIT SUKAN, KOKURIKULUM DAN KEBUDAYAAN POLITEKNIK MERLIMAU MELAKA 2020



# FACILITIES



**Basketball Court**



**Takraw Court**



**Tennis Court**



**Futsal Court**



**Rugby Field**



**Football Field**



**Petanque Field**



**Volleyball Court**

# FACILITIES



**Music Studio**



**Music set**



**Squash Court**



**Table Tennis**



**Multi Purpose Court (Indoor)**



**Golf Green**



**Sport Centre**



**Multipurpose Court**

# DEPT. OF STUDENT AFFAIR AND DEVELOP-

## Introduction

Department of Student Affair is entrusted for the students' activities and governance under two main sub-officers pertaining to Recruitment & Data and Welfare & Discipline. Thus, this department deals with managing students' registration, updating students' records, managing financial support for students, and also monitoring students' discipline and welfare.

### Activities of the Department :-

#### Recruitment & Data

- Managing students' registration
- Managing students' card (smartcard)
- Managing the record and statistic of student
- Managing recruitment - please log to [www.politeknik.edu.my](http://www.politeknik.edu.my)

#### Welfare & Discipline :-

- Managing students' welfare

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# UNIT OF EXAMINATION

## Introduction

Examination Unit is responsible to coordinate and to handle activities regarding final examination and certification. The unit is fully supported by all departments to fulfil the responsibilities given. Examination Officer is responsible to monitor the whole examination process of polytechnic while Examination Coordinator is to manage things regarding examination for their respective departments. Other than that, Examination Unit also cooperate in organising workshops related to examination such as Assessments and Vetting Workshop which is organised every semester in order to produce high quality examination questions to be applied in the Final Examination of Politeknik KPT.

The unit is led by the Head of Unit who is responsible to coordinate and facilitate the management of the process of assessment and examination. The Head of Unit is supported by two Examination Officers whom one is in charge of the Records, Data and Certifications and the other is in charge in Management, Assessment and Bank Rate question :-

Activities carried out by the Examination Unit

- Preparing examination papers
- Conducting the final examination
- Processing the results of assessments
- Certification and Student Excellence Award
- Enforcement of assessment rules
- Administrating the Examination Unit

CONTACT PERSON	CONTACT NO
Zaidah Binti Abd Umar Head of Unit	Ext :1040 Email : zaidah@pmm.edu.my
Dewi Muhiani binti Tumiran Examination Officer (Records & Certification)	Ext :1041 Email : dewimuhuani@pmm.edu.my
Norarsaliana binti Arbain Examination Officer (Assessment Management)	Ext :1042 Email : norarsaliana@pmm.edu.my



# UNIT OF TRAINING & CONTINUING

## Introduction

The Unit of Training and Continuing Education (ULPL) is a unit under the office of Deputy Director of Academic Support, Politeknik Merlimau. The unit is responsible for the re-skilling and up-skilling of human capital of Politeknik Merlimau and also for private sector or other government departments / agencies.

The main activities of this unit are to:

1. manage training or courses for staffs.
2. manage part-time programme (*Kursus Secara Sambilan — KSS*) as to provide opportunities for those who want to pursue their diploma whilst working.
3. implement live long training program. The program offers opportunities for private sector or other government departments / agencies to develop their human capital through training and education resources in polytechnic with affordable rates.
4. manage and coordinate the use of polytechnic training facilities for private

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Suhana binti Sabran Head of Unit	Ext :1150 Email : suhanasabran@pmm.edu.my
Hazreen bin Othman Training & Continuing Education Officer	Ext : 1151 Email : hazreen@pmm.edu.my



# UNIT OF LIBRARY

## Introduction

The Library Unit has been established since 2002. The objectives are to:

1. Become the centre of excellence for information and referral centre
2. Support PMM in producing semi-professional, knowledgeable workforce
3. Develop, document and maintain the information sources for the requirements of teaching and learning by:
  - a. using the world standard cataloguing classification (Library of Congress Classification Outlines)
  - b. using the new technology of cataloguing system (WEBOPAC) and electronic resources
  - c. digitizing the documents related to learning such as examination paper, bulletin etc.
4. Provide and manage information services and conducive library facilities such as:

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Norshazreen Binti Yunos Librarian	Ext :1121 Email : norshazreen@pmm.edu.my
Rominah Binti Ghani Assistant librarian	Ext :1122 Email : rominah@pmm.edu.my



# UNIT OF PSYCHOLOGY MANAGEMENT

## Introduction

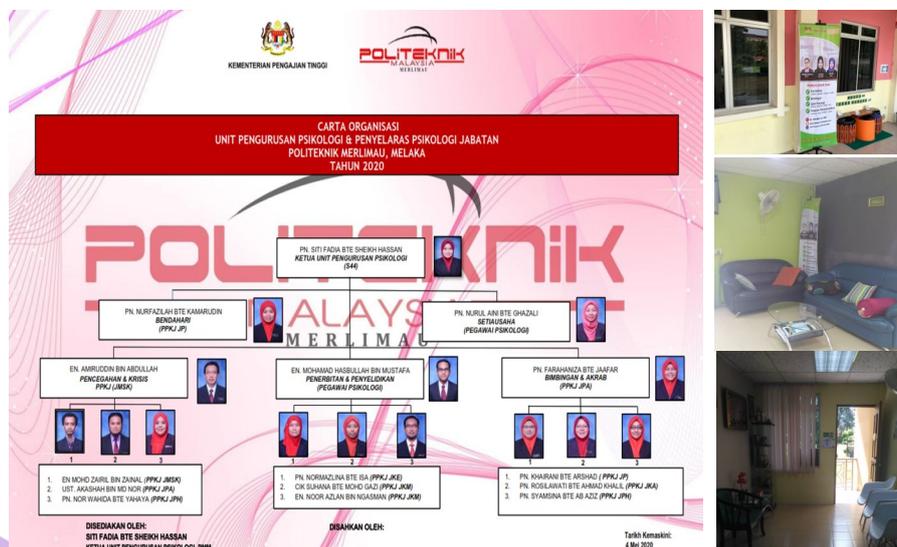
Psychology Management Unit Politeknik Melimau, Melaka is an academic support unit which works in the development and soft skills for both students and staff.

Currently, Management Psychology comprises 3 Psychology Officer and is one unit under the supervision of Head of the Student Affairs Department and the Deputy Director (Academic Support).

The goal of this unit is to help the student progress toward academic excellence, social, personal, spiritual and career; planning, implementation, evaluation and control of Psychology and Counseling Services Program effectively at the Polytechnic.

What Is Counseling? Counseling is a face to face relationship between normal individuals to understand themselves and the situation, using potential by utilizing the self, family, religion, society and religion also learn how to deal with problems in meeting their needs today and tomorrow.

Counseling Ethics Code is to respect client privacy and confidentiality of information.



# MENT UNIT OF RESEARCH AND IN-

## Introduction

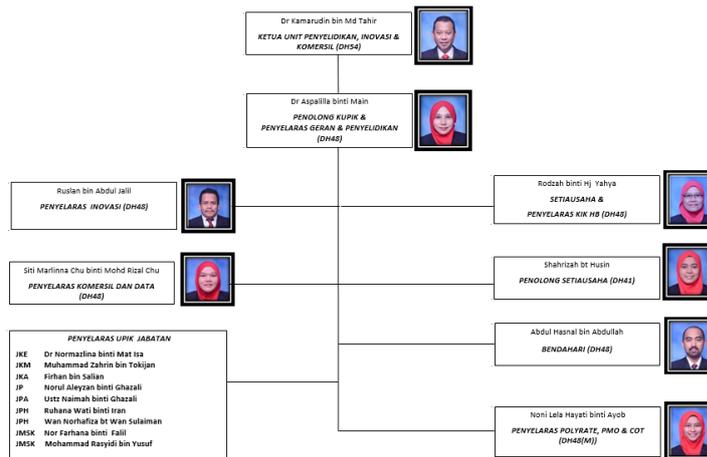
Research Unit, Innovation and Commercial (UPIK) created by the system of Polytechnic Education Department, Ministry of Higher Education to inculcate the culture of research at the polytechnic. UPIK plan an important role as a centre of coordination of research, innovation and commercial lecturers and staff. UPIK also serves as a central collection and scientific writing reference material, material innovations and research institutions, zones, national and international.

The objectives of the unit are to ;

1. become the centre of research, innovation and commercialization activities.
2. coordinate and collaborate with industries and agencies the affairs pertaining to Research & Development (R&D), commercialization and innovation.
3. become the centre of information and data management related to the students' as well as lecturers' products/projects, innovations and commercialisation at polytechnic level.
4. plan, manage and monitor the implementation and data gathering with regard to R&D, educational research and publication.



### CARTA ORGANISASI UNIT PENELITIAN, INOVASI & KOMERSIL POLITEKNIK MERLIMAU, MELAKA.



# UNIT OF CISEC

## Introduction

Establishment of the Corporate Industrial Services & Employability Center (CISEC) in polytechnics as an initiative towards stronger polytechnic and industrial relations. CISEC will be the one-stop center in meeting the needs of the industry interested in working with Polytechnic especially for commercialization projects and the management of facilities or consultancy services. Through CISEC, the process of matching workforce needs in the industry with the job search of polytechnic graduates is expected to be implemented more efficiently and systematically.

The CISEC was set up in July 2010 to support one of the Polytechnic Transformation agenda that enhances the marketability of polytechnic graduates. Therefore, CISEC will be the intermediary of polytechnics and industry in coordinating career development and graduate marketing programs through joint ownership and accountability, governance, student industrial training or training needs.

CONTACT PERSON	CONTACT NO
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Azuan Binti Alias CISEC Officer	Ext : 1163 Email: azuan@pmm.edu.my





# UNIT OF

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## **Introduction**

Unit Kamsis role is to manage the placement of students. This unit is placed under the Student Affair Department. It is headed by a Assistant Manager Hostels, Senior Supervisor, four Hostel Supervisor and thirteen Warden (total of warden should be twenty eight).

Merlimau Polytechnic Hostel has six blocks of four-storey building that can accommodate a total of 1404 student with each building about 234 students. The capacity of each blocks for male and female student may change following application for each sessions.

## **FACILITIES PROVIDED**

Kamsis provide complete facilities such as mattresses, pillows, beds, wardrobes, tables and chairs, curtains, bookshelves and so on. Other facilities include:

- a) Study room;
- b) Common Room is equipped with television broadcasts Njoi;
- c) In-room ironing;
- d) washing machine in every level;
- e) Field and playground;
- f) The cafeteria operates from 7 am to 11 pm;
- g) Islamic Center;
- h) Internet (wifi); and
- i) Ease of filter machine hot / cold water in every block.

## **APPLICATION CONDITIONS KAMSIS RANKED**

- 1) Applications can be made online via the Student Information Management System (SPMP) in PMM portal.
- 2) Completed forms that have been submitted online must also be printed and sent to the Office of Management Kamsis before the closing date, together with other supporting documents such as:

# UNIT OF INDUSTRIAL LIAISON &

## Introduction

Industry Training is a major component of the learning curriculum at polytechnic. Students at diploma level must go through 20 weeks of internship training prior to graduation. The course covers a total of 10 credit hours inclusive of hands work, presentation, oral feedback session and report writing. During the training, students will have the opportunity to gain knowledge and experience on multiple discipline which include engineering, management, account and safety procedure.

Industrial training provides an avenue for students to practice and apply both their knowledge and skills in real working environments. Thus the internship, student should be able to achieve the following objective;

- Perform hands-n task, usage of tools and equipment, adapt a variety of technologies, apply the knowledge gained to perform task, show development in knowledge and skills and think creatively and critically.
- Ability to acquire and understand information, carry out instruction, analyze linear and non-linear information , shows appropriate non-verbal communication, communicate with employees at all levels and have basic negotiation skills.
- Show positive personality traits, participate actively as a members of the team, carry out task in appropriate situation and build and maintain good relationship.
- Comply with the policies and rules of the organization, job procedures and safety and health regulations.

- Report handed-in on time



# UNIT OF QUALITY ASSUR-

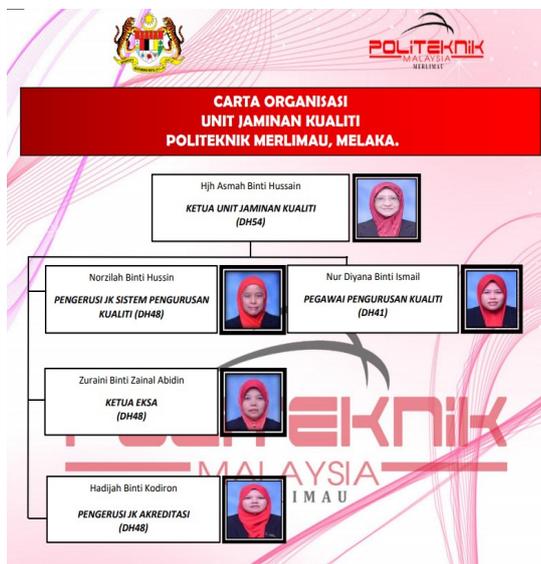
## Introduction

Quality Assurance Unit is responsible for planning, implementing and monitoring the effectiveness of the programs related to the quality management system, in addition to being a coordinator (the coordinator) to officials in the department and the quality of the unit. This unit is under the responsibility of the Quality Manager and Deputy Director (Academic).

To further enhance the quality management system in PMM, it's run by two (2) weight of the Working Committee on Quality (JKKQ) chaired by the Quality Manager and comprises all Heads of Department and Head of Unit, while the Secretariat Quality (UQ), chaired by the Chief Executive Officer quality acting as the coordinator of the quality Officer and Administration Department. Both the operator is responsible for applying the values of quality to all citizens PMM through activities that have been planned.

The objective of this unit is to coordinate and implement a quality management system to strengthen the role of citizens PMM is more committed to the continuation of organizational excellence. The main task of the unit is to plan, implement and monitor the effectiveness of programs related to quality management for the

excellent work culture and implement continuous improvement practices towards



# UNIT OF

## SELECTION CRITERIA FOR STUDENTS OF KAMSIS POLITEKNIK MERLIMAU

Here are the selection criteria's for the Kamsis application:

- Salary and dependents of parents / guardians;
- Orphans;
- Discipline;
- Activities participated in Kamsis / Department;
- Distance home to the Polytechnic;
- Health problems;
- Form complete and the information is correct; and
- On availability



# UNIT OF ENTREPRENEURIAL

## Introduction

The entrepreneurship unit supports students, alumni, small business and researchers to promote the creation of new businesses in industrial, technological, and social services.

The unit aims to promote the created businesses to be innovative, technology-based, with capacity to grow and commitment to create high-quality jobs in the region. It also promotes self-employment of young graduates and educate them in starting a new business with a proper management.

The Entrepreneurship Unit of Politeknik Merlimau is located at Ground Floor of Commerce Department and open to public every working days from 8.30am to 5.30pm. The main objectives of the entrepreneurship unit are:

- Cultivate entrepreneurial attitudes and skills among students from any field of education;
- Organize entrepreneurship activities among students accordingly;
- Coordinate the creation of start-up business among students
- Provide entrepreneurship facilities for students;



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