

Pearson BTEC Level 5 Higher National Diploma in Hospitality Management



ABOUT THIS COURSE

The Higher National Diploma (HND) in Hospitality Management programme is meticulously crafted to mould students into professionals capable of meeting the dynamic demands of the hospitality industry. Our primary objective is to foster a cadre of individuals who possess both the theoretical knowledge and practical skills required by employers in the ever-evolving hospitality sector.

Aligned with global benchmarks, this programme is designed to enhance access to higher education and vocational opportunities for our students. The curriculum seamlessly integrates essential business principles with specialised hospitality modules, ensuring a comprehensive and industry-relevant education. Our representative study plan reflects a commitment to delivering a top-tier hospitality management programme that equips students with the expertise needed to thrive in the diverse and competitive landscape of the hospitality industry.

COURSE OUTLINE

KEY POINTS

- Comprehensive Understanding of the Hospitality Industry
- Customer Experience and Service Excellence Focus
- Practical Business and Operational Management Skills
- Innovation, Professionalism, and Leadership Development
- Research and Application for Career Readiness

UNITS

- The Contemporary Hospitality Industry
- Managing the Customer Experience
- Professional Identity and Practice
- The Hospitality Business Toolkit
- Management Accounting
- Managing Conferences and Events
- Managing Accommodation Services
- Leadership and Management for Service Industries
- Research Project (Pearson Set)
- Hospitality Consumer Behaviour and Insight
- Global Events
- Hospitality Digital Marketing
- Concepts & Innovation in Hospitality
- Pitching and Negotiation Skills
- Customer Value Management

ENTRY REQUIREMENTS

- 17+ years minimum
- BTEC Level 3
- GCSE – Grade A* – C
- Other related Level 3 qualifications
- CBSE, ISE, NIOS or All state boards of grade 12
- Relevant work experience (2 years minimum)
- Passing of Proficiency Test

CAREER OPPORTUNITIES

- Front Desk Associate / Receptionist
- Guest Relations Executive
- Reservations Agent
- Housekeeping Associate
- Host/Hostess
- Food & Beverage Associate
- Travel Consultant
- Tour Guide
- Concierge

SCAN QR CODE



**FOR ADMISSIONS &
ENTRY REQUIREMENTS**

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