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| **PROGRAMME OVERVIEW (SYNOPSIS)** |
| The **DIPLOMA IN TOURISM** **MANAGEMENT** is specifically developed to provide a comprehensive coverage of the various components of the tourism industry and the specific required competencies activities such as in Travel and Tour Operations, Park and Recreation Management, Facilities Management, Event Management, Recreation Tourism, Front Office Operation and Visitor Interpretation Services. Other fundamental competencies of tourism industry such as tourism and hospitality fundamentals, professional development, communication, health and safety, entrepreneurial development, safety and risk management, theme park management, park and risk management are also embedded in this programme. |

**To:**

**Student’s supervisor**

**Herewith are list of the scope of work that our student expected from your organization. \*\*Please tick (√) if related.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | | **:** |  | | | | |
| **Matrix No.** | | **:** |  | | | | |
| **NO** | **SCOPE OF WORK** | | | **\*\***  **(√)** | **NO** | **SCOPE OF WORK** | **\*\***  **(√)** |
| 1 | Front Office Operations (manual) | | |  | 14 | Recreational Tourism (Marine) |  |
| 2 | Travel Agency Operation | | |  | 15 | Recreational Tourism (Terrestrial) |  |
| 3 | Global Distribution System | | |  | 16 | Sales and Marketing |  |
| 4 | Hospitality and Customer Service | | |  | 17 | Malaysian tourism industry |  |
| 5 | Visitor Interpretation Services | | |  | 18 | Interpersonal Skills |  |
| 6 | Basic Accounting | | |  | 19 | Eco-tourism |  |
| 7 | Basic Office Management | | |  | 20 | Park Administration |  |
| 8 | Computer Usage | | |  | 21 | Nature Interpreter |  |
| 9 | Hospitality Marketing | | |  | 22 | Travel Package Development Consultant |  |
| 10 | Tourism and Hospitality Law | | |  | 23 | Park Coordinator |  |
| 11 | Occupational Safety and Health | | |  | 24 | Recreation Facility Supervisor |  |
| 12 | Event Operation and Management | | |  | 25 | Tourism Officer |  |
| 13 | Entrepreneurship in Tourism, Travel and Tour Businesses | | |  | 26 | Other related works: |  |
| **NO** | **FUNDAMENTAL SKILLS NEEDED** | | | **\*\***  **(√)** | **NO** | **FUNDAMENTAL SKILLS NEEDED** | **\*\***  **(√)** |
| 1 | Communication Skills | | |  | 4 | Teamwork |  |
| 2 | Technical Report Writing | | |  | 5 | Industrial Safety and Environmental Awareness |  |
| 3 | Office/Workshop Management | | |  | 6 | Entrepreneurship |  |

**Company’s Stamp**