

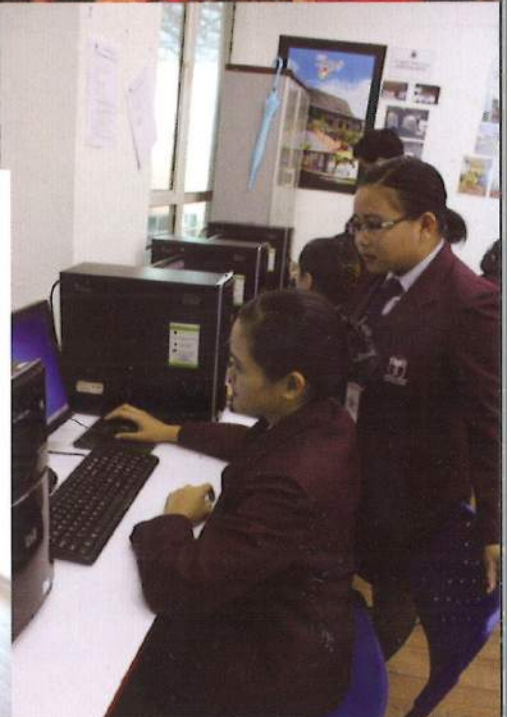
Accredited Centre - L02150



Jabatan Pembangunan Kemahiran



ACCREDITED PROGRAMME (FRONT OFFICE) GUEST SERVICE OPERATION (OPERASI KHIDMAT TETAMU) (HT-110-3:2011)



GUEST SERVICE OPERATION (OPERASI KHIDMAT TETAMU)

CERTIFICATE IN FRONT OFFICE GUEST SERVICE OPERATION HT-110-3:2011 (LEVEL 3)

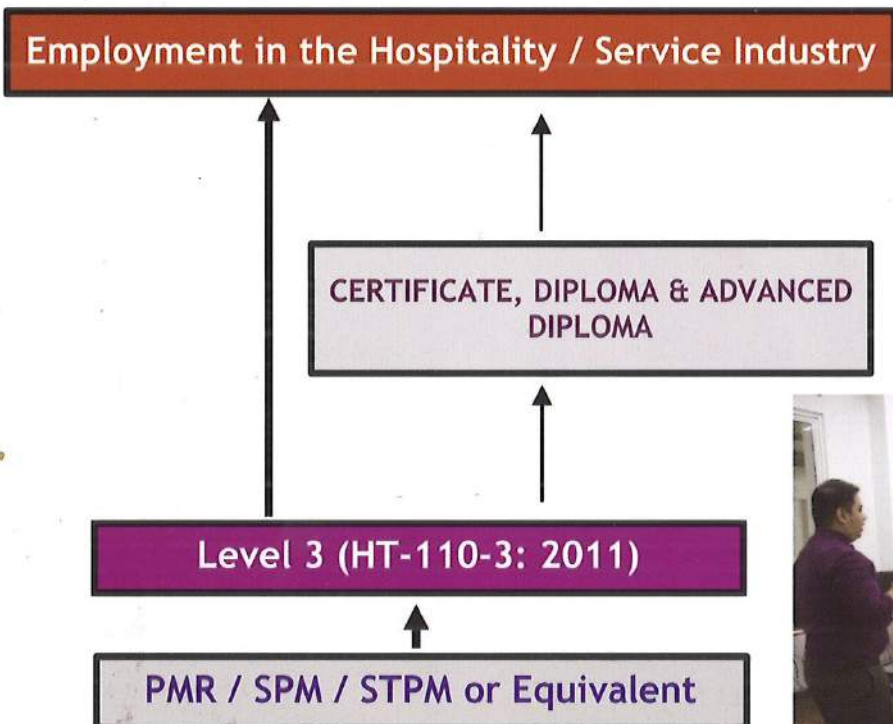
- Module 1 - Reception Activities Handling
- Module 2 - Front Office Database Administration
- Module 3 - Guest Relation Activities Handling
- Module 4 - Concierge Services
- Module 5 - Front Office Procurement Requisition
- Module 6 - Front Office Staff Administration
- Module 7 - Front Office Staff Development
- Module 8 - Basic Guest Room Cleaning

ABOUT THE PROGRAMME:

- Duration - 12 months
- Internship training at designated hotel for three (3) months
- Other Subjects introduced at Ascot Academy:
 - English for Hospitality
 - Introduction to Hospitality Industry
 - Entrepreneurship Skills
 - Communication Skills
 - Customer Care



EDUCATION PATHWAY (LOCAL & INTERNATIONAL RECOGNITION)



City & Guilds



ABOUT JABATAN PEMBANGUNAN KEMAHIRAN (JPK)

Department of Skills Development or Jabatan Pembangunan Kemahiran (JPK) is an agency under the Ministry of Human Resources of Malaysia for co-ordination and control of training skills for Malaysian citizens.

The Malaysian Skills Certificate or known as Sijil Kemahiran Malaysia (SKM) is a skills and work-based certification system in Malaysia that is achieved through assessment and training.

The criteria and standards of the Malaysian Skills Certification System are articulated with higher level qualifications to enable holders to progress from the level of semi skills, to skilled production, right up to supervisory, executive and managerial functions.

At Ascot Academy, we specialize in Hospitality and Culinary programmes. Upon completion, students can choose to further their studies in the Diploma programmes in Higher Learning Institutions. Otherwise, they will be able to start work in entry level-positions in hotels, restaurants or any other food service establishment.

Practical training and Theoretical study are introduced specifically to provide and train students with relevant skills and knowledge to the needs of the hospitality and service industry.

FINANCIAL ASSISTANCE



PERBADANAN TABUNG PEMBANGUNAN KEMAHIRAN

PTPK provides study loan to students who registered for Malaysian Skills Certificate (SKM) programmes at Accredited Public and Private Training Centers under Jabatan Pembangunan Kemahiran (Ministry of Human Resources Malaysia)

Criteria:-

- Malaysian
- Age from 16–25 years old within studies
- Parents income not more than RM5,000.00 per month
- Able to provide 2 guarantors
- Never apply any study loans from any government department

FOR MORE INFORMATION, CONTACT PTPK AT:-

Add: Level 15,16,17,18,19 dan 27
Menara Dato' Onn Pusat Dagangan Dunia Putra
(Putra World Trade Centre) No 45, Jalan Tun
Ismail 50480 Kuala Lumpur

Tel : +603 4047 6200

Opening Hours: 8.00am - 5.00pm (Monday to Thursday) &
8.00am - 12.00pm, 2.45pm - 5.00pm
(Friday)

email : skillsfund@ptpk.gov.my

GSO STUDENTS' ACTIVITIES AT ASCOT ACADEMY





BOUTIQUE HOSPITALITY SKILLS INSTITUTE

A Qualification & A Career

ABOUT INSTITUT LATIHAN KEMAHIRAN ASCOT (L02150 - ASCOT ACADEMY)

Institut Latihan Kemahiran Ascot (L02150 - Ascot Academy) is accredited training centre under Jabatan Pembangunan Kemahiran (JPK).^{*} By acquiring the JPK Certificates, job and career development prospects can be enhanced, since Certificate holders have been assessed and verified as fulfilling the requirements of gainful employment in Malaysian industry.



Ascot Academy offers a variety of modern facilities which caters specifically to the theoretical and practical studies of the Hospitality and tourism Industry. Great care has taken towards the development and set up of these facilities in order to ensure that the students of the Academy receive the very best and most relevant learning experience.

FACILITIES

* Well Appointed Training Room * Innovative Kitchen Training Lab * Front Office Training Room * Guest Mock Up Room / Housekeeping Training Lab * Food & Beverage Training Lab * Computer Lab

ASCOT'S INDUSTRY PARTNERS



GAYA ISLAND RESORT
DISTINCTIVELY BORNED



nexus
KAWANMUHAI



DREAMTEL
DREAM TELKOM



Ming Garden
HOTEL & RESIDENCES
(Managed by S. Elanid)



CYBERVIEW
KUALA LUMPUR

Casa del Rio
MELAKA



LEXIS
HOTEL GROUP



Gayana
Eco Resort

INTERCONTINENTAL
HOTELS & RESORTS

Crystal Crown
HOTEL & RESORT SDN BHD



thistle
JOHOR BAHRU



TUNAMAYA
HOTEL & RESORTS



DOUBLETREE
BY HILTON



Boulevard Hotel
MID VALLEY • KUALA LUMPUR

Managed by ULink Ascot Sdn Bhd (875429-A)

Address:

Block 911, 912 & 913, Ground, First & Second Floor, Auto City, 1 Borneo Hypermall, Jalan Sulaman, 88400 Kota Kinabalu, Sabah, Malaysia

FOR MORE INFO, PLEASE CONTACT :

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