



Hospitality Student Management Trainee Program 2024/2025

1. Introduction

The Centre of Tourism and Integrated Resort Studies (CTIRS) under the Faculty of Business Administration (FBA) is offering a unique “**Hospitality Student Management Trainee Program**” for FBA students. The program is aimed to equip students with practical skills needed in the real-world hospitality operation. It is composed of both theoretical training as well as hands-on training and practicum. The whole program is composed of a combination of 60 hours of course training and 50 to 60 hours of practicum training. The Practicum will be conducted for the CTIRS or FBA such as the Macao Sustainable Tourism Development Workshop (MSTDW, former Integrated Resort Career Simulation Program).

2. Objective

The objective of the program is to provide students with practical courses and hands-on skills that supplement our regular FBA curriculum. Through knowledge training and practicum opportunities, students who completed this program will have more solid knowledge to work on the related hospitality areas for their internship upon graduation.

3. Target Audience

Our program targets at **FBA undergraduate students**. As quota is limited, we will reserve around **80%** of the seats for students who are required to do internship in the related hospitality areas as priority. The remaining quota (around 20%) of the seats will be reserved to those who are not required to have internship in related hospitality areas but have strong interest in hospitality industry after graduation.

4. Instruction Language

Cantonese

5. Venue

Hospitality Training Lab, Faculty of Business Administration, University of Macau (E22)
UM Guest House, University of Macau (N1)



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6. Assessment, Regulation & Certification

Course assessment would be required before the end of each course. Certificate(s) will be issued to students who completed the training (both course training and practicum training) with **at least 80% attendance and successfully passed the assessment and finished the practicum**. Details are as below:

- **Module 1: Certificate of Hotel Guest Room Cleaning**
Total 30 hours = Hotel Guest Room Cleaning Training (15 hours) and Practicum (15 hours)
- **Module 2: Certificate of Front Office System Opera Training**
Total 60 hours = Front Office System Opera Training (30 hours) and Practicum (30 hours)
- **Module 3: Certificate of Coffee Barista***
Total 36 hours = Coffee Barista Training (18 hours) and Practicum (18 hours)
**Students who completed the above training may choose to sharpen their skill further and apply for the SCA Barista skills foundation examination on their own.*
<https://education.sca.coffee/coffee-skills-program>

if students successfully completed and passed all 3 courses, students will receive a **Certificate of Hospitality Student Management Trainee Program** which allow industry to know that students have completed the basic hospitality management training.

*Please note that students who do not have 80% or above attendance in each course may not allow to sit in the final assessment and therefore no certificate will be issued. In addition, students who do not have any legitimate reasons for not attending 80% of the course may be put in a waiting list for all courses that the CTIRS offer in the coming 12 months and will be only allowed to take any training course when extra quota is available subject to the final decision of the Centre.



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7. Selection Criteria

First Stage: Candidates will be shortlisted based on the criteria below. Students will be contacted by our colleague if he or she has been shortlisted. For those who do not receive any notification, please try to apply again for other courses in future.

Criteria for Shortlisted Candidates as below:

No.	Descriptions	Remarks	Points
1	Assistance to previous activities organized by the Center of Tourism and Integrated Resort Studies (CTIRS)	Performance in the MSTDW <ul style="list-style-type: none"> If yes, 20 points 	20
2	Assistance to FBA organized Activities	Performance in the FBA Activities <ul style="list-style-type: none"> If yes, 20 points 	20
3	Leadership Experience	Leadership role in any association <ul style="list-style-type: none"> If yes, 20 points 	20
4	Curriculum Vitae	Personal Profile and Extracurricular Activities and Experience (30 to 40 points if candidate shows outstanding personal profile and extra-curricular activities and experience; 20 to 29 points if candidate shows good personal profile and extra-curricular activities and experience; 0 to 19 points if candidate shows reasonable personal profile and extra-curricular activities and experiences)	40
5	Bonus Points: Program the Candidates Are Currently Attending	Depends on Relevancy (Students majoring in Hospitality Management 15%; others majoring in the IRTM program 10%; others majoring in other FBA programs 5%)	15
6	Bonus Points: Attending previous courses provided by the Centre	Attending previous courses provided by the Centre (related training course) For each course, 5 bonus points will be added	5



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Second Stage: Students who are shortlisted will be invited for an interview. Interview Criteria are presented as follows:

90 to 100 points – outstanding interview performance that shows outstanding leadership potential and strong interest in hospitality industry upon internship or graduation

80 to 89 points – excellent interview performance that shows excellent leadership potential and/or excellent interest in hospitality industry upon internship or graduation

70 to 79 – good interview performance that shows good interest in hospitality industry upon internship or graduation

60 or 69 – interview performance is acceptable with some interest in hospitality industry upon internship or graduation

59 or below – interview performance is below standard and does not show strong interest in hospitality industry upon internship or graduation



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8. Content & Duration

Part 1. Course training (From Sept. 2024 to Dec. 2024)

- Hotel Guest Room Cleaning Training (15 hours)
- Front Office System Opera Training (30 hours)
- Coffee Barista Training (18 hours)

*Please note that the course schedule may be subject to change depending on the Invited Trainers' Schedule.

Part 2. Practicum training (From Sept. 2024 to Jun. 2025)

- Provision of assistance in CTIRS especially the MSTDW or in FBA



Housekeeping – Guest Room Cleaning



Front Office – Opera Course



Food & Beverage – Coffee Barista



Provision of assistance in the MSTDW



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9. Tentative Class Schedule

Hospitality Student Management Trainee Program Schedule	
1 Application	Aug. 22 – Sept. 9
2 Interview	Sept. 4 – 10 (10 minute)
3 Housekeeping	Sept 12, 16, 19, 23 & 26 (Monday & Thursday) 3 hours x 5 classes = 15 hours (19:00-22:00)
4 Front Office Opera	Oct 10, 14, 17, 21, 24, 28 & 31 (Monday & Thursday) Nov 7, 11 & 14 (Monday & Thursday) 3 hours x 10 classes = 30 hours (19:00-22:00)
5 Coffee Barista*	Nov 18, 21, 25 & 28, Dec 2 (Monday & Thursday) 3.6 hours x 5 classes = 18 hours (19:00-22:36)
<p><i>*Students who completed the above training may choose to sharpen their skill further and apply for the SCA Barista skills foundation examination on their own.</i> https://education.sca.coffee/coffee-skills-program</p> <p>**Please note that the course schedule may be subject to change depending on the Invited Trainers' Schedule.</p>	

10. Application or Enquiries

For interested parties, please apply through the [online registration form](#) here with your CV (format of “.pdf”, “.doc”, or “.docx”) attached **by Sept. 9, 2023 (Monday)**, please contact Mr. Jason Tang at 8822 8871 or jasontang@um.edu.mo for any enquiries.



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