

# SCHOOL OF HOSPITALITY (SOH)

- Want to embody the spirit of excellence and be unforgettable?
- At SOH, you will learn to deliver top-notch customer experience with passion, pride and professionalism, through innovation and technologies. Let your actions transform ordinary interactions into endless possibilities for extraordinary memorable experiences.

Current Course Title	Demonstrates Passion or Interest in:	Portfolio (What goes into the portfolio)	Interview (Estimated duration & possible topics/questions covered)
<b>Customer Experience Management with Business</b>	<ul style="list-style-type: none"> <li>• Business</li> <li>• Entrepreneurship</li> <li>• Service marketing</li> <li>• Experience management</li> <li>• Analytics on customer trends</li> <li>• E-commerce business</li> <li>• Retail management</li> <li>• Digitalisation and service technology</li> <li>• Attractions management</li> <li>• Hotel and hospitality management</li> <li>• Event management</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates of achievement/awards</li> <li>• CCA records, including any evidence of leadership &amp; team skills and/or involvement in service-learning programmes</li> <li>• Evidence of interest and ability such as:               <ul style="list-style-type: none"> <li>◦ Participation in related projects, competitions, and/or work attachments</li> <li>◦ Participation in related ApLMs* and/or other workshops/events</li> </ul> </li> <li>• Recommendation letters/testimonials from teachers/coaches</li> <li>• Relevant work experiences</li> <li>• Hobbies that validate interest in the field of study</li> <li>• Other relevant documents to support your application</li> </ul>	<ul style="list-style-type: none"> <li>• Duration: 10 minutes</li> <li>• Knowledge about the field of study or industry</li> <li>• Future plans and the relevance of the course</li> <li>• Personal reflection on prior experience in entrepreneurship and service related incidents</li> <li>• Desired professions and reason why</li> </ul>
<b>Hotel &amp; Hospitality Management</b>	<ul style="list-style-type: none"> <li>• Service industry</li> <li>• Front office operations</li> <li>• Housekeeping operations</li> </ul>	<ul style="list-style-type: none"> <li>• Community engagements with the public</li> <li>• Planning and coordination of school or community events</li> <li>• Relevant ApLMs*</li> </ul>	<ul style="list-style-type: none"> <li>• Duration: 10-15 minutes</li> <li>• Reason for choosing the course</li> </ul>

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	<ul style="list-style-type: none"> <li>• Concierge operations</li> <li>• Energy sustainability practices in hotels</li> <li>• Hospitality revenue optimisation</li> <li>• Food and beverage (F&amp;B) operations</li> <li>• Overseas employment opportunities</li> <li>• Managing diverse cultures</li> <li>• Concierge services</li> <li>• Guest experience management</li> <li>• Sales and marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in trainings/courses/CCAs related to the hospitality service or community service</li> <li>• Blog posts</li> <li>• Social media posts done for school or commercial purpose</li> <li>• Photography work (documentation of school events, school trips, etc.)</li> <li>• Videography work (documentation of school events, school trips, etc.)</li> <li>• Posters, flyers, and other publicity collaterals designed for school</li> <li>• Relevant part-time work done in the service or hospitality industry</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding what the course is all about, including some of the modules</li> <li>• Describing some of the potential job roles in the hotel industry</li> <li>• Understanding of RP's pedagogy</li> <li>• Past work experience in any service or hospitality related establishment</li> <li>• Future plans and the relevance of the course</li> <li>• Involvement in community work and learning points</li> </ul>
<b>Integrated Events Management</b>	<ul style="list-style-type: none"> <li>• Event management</li> <li>• Digital events and technology</li> <li>• Social media</li> <li>• Entrepreneurship in events</li> <li>• Tourism and travel</li> <li>• Attractions operations</li> <li>• Sustainability in events</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in events related competitions</li> <li>• Participation in social media competitions</li> <li>• Participation in community or grassroots activities in events management roles</li> <li>• Involvement in organising events in or out of school</li> <li>• Involvement in entrepreneurship activities</li> <li>• Participation in trainings/courses/CCAs related to event management</li> <li>• Blog posts on events, tourism, travel or attractions</li> <li>• Social media posts done for school or commercial purpose</li> <li>• Photography work (documentation of school events, school trips, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Duration: 10-15 minutes</li> <li>• Reason for choosing the course</li> <li>• Understanding of the course</li> <li>• Past work experience in events, tourism, travel or attractions related companies</li> <li>• Prior experience in preparing and/or managing events</li> <li>• Future plans and the relevance of the course</li> <li>• Aspiration to set up own business</li> <li>• Involvement in community work and its learning points</li> </ul>

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		<ul style="list-style-type: none"> <li>• Videography work (documentation of school events, school trips, etc.)</li> <li>• Posters, flyers, and other publicity collaterals designed for school</li> <li>• Leadership roles in and out of school</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience in leadership roles</li> </ul>
<b>Restaurant &amp; Culinary Operations</b>	<ul style="list-style-type: none"> <li>• Culinary production</li> <li>• Pastry and baking</li> <li>• Food service</li> <li>• Beverages</li> <li>• Entrepreneurship in F&amp;B</li> <li>• Food sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Culinary recipes</li> <li>• Pictures of culinary items they have prepared</li> <li>• Participation in F&amp;B competition</li> <li>• Community activities involving the production or service of F&amp;B</li> <li>• Compilation of F&amp;B related articles</li> <li>• Involvement in entrepreneurship activities</li> <li>• Participation in any trainings/courses/CCAs related to F&amp;B e.g. barista skills</li> <li>• Blog posts</li> <li>• Social media posts done for school or for commercial purpose</li> <li>• Photography work (documentation of school events, school trips, etc.)</li> <li>• Videography works (document school events, school trips, etc.)</li> <li>• Posters, flyers, and other publicity collaterals designed for school</li> </ul>	<ul style="list-style-type: none"> <li>• Duration: 10-15 minutes</li> <li>• Reason for choosing the course</li> <li>• Understanding of the course</li> <li>• Past work experience in any F&amp;B establishment</li> <li>• Prior experience in preparing culinary items</li> <li>• Future plans and relevance of the course</li> <li>• Aspiration to set up own F&amp;B business</li> <li>• Involvement in community work and its learning points</li> </ul>

Current Course Title	Demonstrates Passion or Interest in:	Portfolio (What goes into the portfolio)	Interview (Estimated duration & possible topics/ questions covered)
<b>Tourism Management with Technology</b>	<ul style="list-style-type: none"> <li>• Attractions management and operations</li> <li>• Event management and operations</li> <li>• Venue management and operations</li> <li>• Travel management and operations</li> <li>• Business development, sales, sponsorships and marketing – supporting commercial needs within the tourism industry</li> <li>• Application of sustainable technology</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership roles in and out of school</li> <li>• Participation in competitions / activities / campaigns in the following areas:               <ol style="list-style-type: none"> <li>1. Digital technology</li> <li>2. Sustainability</li> <li>3. Entrepreneurship</li> <li>4. Tourism</li> </ol> </li> <li>• Blog posts on tourism, travel, technology, or sustainability</li> <li>• Photography/videography works (document school events, school trips, etc.)</li> <li>• Recommendation letters/testimonials from teachers/coaches</li> <li>• Relevant work experiences</li> <li>• Hobbies that support evidence of interest in the field of study</li> <li>• Any other relevant documents that will support your application</li> </ul>	<p>Duration: 10 – 15 minutes</p> <ul style="list-style-type: none"> <li>• Reason for choosing Diploma in Tourism Management with Technology</li> <li>• Understanding about this course</li> <li>• Past work experience in any tourism or travel related company</li> <li>• Future plans and the relevance of the course</li> <li>• Envision of setting up own business</li> <li>• Involvement in community work and learning points</li> <li>• Prior experience in leadership roles</li> </ul>

\*Applied Learning Modules (ApLMs) are conducted in the same way as all our regular diplomas. The programme helps secondary school students make informed decisions about education and career plans after their graduations.

For more information, visit <https://www.rp.edu.sg/teachers/APLMS>