

Where service meets leadership

Learning the essentials of hospitality operations

HOSPITALITY is more than service; it is the art of making people feel welcomed, cared for, and remembered.

At Tunku Abdul Rahman University of Management and Technology (TAR UMT), this craft is cultivated step by step – beginning at The Roots, a training restaurant run by Diploma in Hotel Management students, and progressing to The Place, where Bachelor in Hospitality Management students take the lead in managing full restaurant operations.

These two learning environments represent more than just physical spaces; they guide students from foundational practical skills to advanced managerial competencies.

For Yip Hui Ciing, a Diploma in Hotel Management student, the journey began with a love for hands-on learning.

“I chose TAR UMT because the learning facilities are comprehensive. There is a well equipped training kitchen, the Fern House – a hotel setup for housekeeping training and The Roots restaurant. As I prefer learning by doing, having access to these works well for me.”

At The Roots, Yip learned the essentials of hospitality operations: handling customers, maintaining cleanliness, working the cashier counter, and coordinating service flow all formed part of her daily routine.

The experience also gave her a clearer understanding of what it's really like to work in the hospitality industry.

“I realised that serving people is not just about completing tasks. It's about creating a good

experience for them.

“We have to think ahead and understand what they need. At the same time, we also need to cultivate a positive and resilient mindset as the challenges may vary and will demand a lot of patience,” she highlighted.

Chan Ruey Nie, a Bachelor in Hospitality Management (Hons) student, said The Place represents the next stage, a transition from “doing” to “leading”.

Students no longer simply execute tasks; they also design, plan, and manage them.



Yip carefully plating a vegetable roulade during her culinary practical session at The Roots.

According to TAR UMT Hospitality Management programme leader Dr Muhamad Aizuddin Ibrahim, the progression from The Roots to The Place is intentional and transformative.

“At the diploma level, students build a strong foundation in operational skills through hands-on practice. They learn discipline, service flow and customer interaction.

“When they advance to their degree, the emphasis shifts towards leadership, strategic thinking and management.”

■ To find out more, join TAR UMT's Open Day every weekend in April 2026, from 10am to 5pm or visit www.tarc.edu.my

Alternatively, contact TAR UMT's Faculty of Social Science and Humanities (FSSH) at 011-1078 5990/011-1059 7135 or email them at fssh@tarc.edu.my.

Prospective students are encouraged to apply online at www.tarc.edu.my. Various financial aid are also available for qualified students.